

BR

KC FILED

DEC 18 2007
DEC 18, 2007
MICHAEL W. DOBBINS
CLERK, U.S. DISTRICT COURTUnited States District Court
Northern District of Illinois
Eastern Division of Illinois

Kathryn M. Lakeberg

v.

United Parcel Service

Larry Kruml (United Parcel Service)

Sue Jabrowski (United Parcel Service)

Teamster Local Union 705

Kenny Emanuelson (Teamster Local Union 705)

Daryl Cessaradi (Teamster Local Union 705)

Jim Krahula (Teamster Local Union 705)

Lisa Hendrickson (Teamster Local Union 705)

07CV7095

JUDGE SHADUR

MAGISTRATE JUDGE COX

COMPLAINT

From 2003 through 2005 Larry Kruml, the center manager at United Parcel Service ("UPS") failed to comply with the Collective Bargaining Agreement ("CBA"). He dishonestly reported to the Illinois Department of Human Rights ("IDHR") the reasoning for discharging me. My employee records were embellished, I was excluded from my employment records, disciplined differently, treated less favorable than other similar situated employees and I was charged with other employee's errors. Members of Teamsters Local Union 705 denied me participation in the labor agreement by denying me a timely grievance, a viewing of my employment records and an investigation of the facts. The Union did not process a grievance on my behalf as similar situated male employees that were also discharged. I was not discharged for just cause.

I am requesting the court to enforce that the disputed portions of my employment file be reviewed with the inclusion of my written statements and that false records be expunged.

From March 7, 2005, I would like to request a monetary settlement for the difference in salary until I am able to maintain the same salary at my present job with a different Local Union 710. I also lost approximately two years of pension as a teamster. I have to under go two years until I make top scale pay that was formerly making a UPS. I also lost incurred vacation weeks. I also

incurred legal fees investigating the facts.

1. Larry Kruml (the center manager for UPS) and members of his management team engaged in several acts of defamation by alternating the words on customer concerns and excluding me from my employment records. I was discharged on March 7, 2005, by Kruml. I was not discharged for just cause. I was intentionally and willfully excluded from documentation. Daryl Cessaradi (a part-time male UPS employee) and union steward at the time was a witness to this. Around February 4, 2005, Kruml discussed a complaint that a customer had allegedly filed against me. Kruml gave me no written documentation regarding the complaint and I did not engage in any willful misconduct that would warrant a customer complaint (Kruml had a history of excluding me from documentation since 2003). I left Kruml's office to complete my work assignments when he asked Cessaradi, who I barely knew to initial a Document of Conversation. Cessaradi confessed he did not read the document. Kruml did not mention disciplinary action while Cessaradi and I were in his office.
2. On March 7, 2005, Kruml told me he was discharging me for the complaint I was never shown.
3. On March 9, 2005, John Abbot (a coworker from UPS) accompanied me to the Local Union 705 Headquarters. We spoke with Local Union 705 Teamster Kenny Emanulson about filing a grievance in regards to my discharge. I told him Kruml had given me no written warning and that a grievance had to be filed by March 22, 2005, fifteen days after my discharge, pursuant to Article Seven of the CBA, I also requested to review my file.
4. Emanulson never filed a timely grievance or got my employment records. Steve Prowtoski (a Local Union Agent) told me I did not need a written receipt.
5. I reported this incident to the National Labor Relations Board ("NLRB"). The NLRB ruled the Union's apparent negligence was not for arbitrary suspicious or conspicuous reasons. The sole purpose of going to the NLRB was to grieve my discharge through the

union. The unfair labor practice that Emanulson filed was to protect himself from never filing a grievance. The Unfair Labor Practice ("UFLP") was that I never received my employment records or an investigation of the facts. Emanulson reassured me that he would refile a UFLP but never did.

6. Since the exclusive representative Teamster Local Union 705 did not represent me as the contract stated pursuant to Article 54 and 7, I filed with the Illinois Department of Human Rights ("IDHR"). I knew that males had gotten customer complaints and were treated more favorable and remained employed.
7. UPS failed to stop the harassment I was receiving from Larry Kruml. Kruml had a history of excluding me from documentation since October 2003. Around October 2003, I reported to the UPS anti-harassment number that Kruml was not showing me my employment records and he was also verbally hostile towards me. Daryl Cessaradi told Ms. Ritchie (Human Resources Director) that Kruml had not given me written documentation of my discharge February 2005 through March 7, 2005.
8. In regards to the documentation in my personal file, from July of 2003 through February 2005, several instances were followed up by part-time office manager Sue Jabrowski. Concerns completed by office manager "Scotti" were embellished. The customer's words were altered from the original complaint which is dishonesty. After showing Ms. Anderson the alleged written complaint against me on February 3, 2005, she gave written testimony regarding her complaint. Ms. Anderson also informed me that the female office manager she spoke with gossiped to her about my employment records. The unprofessional behavior of the "unknown" female office manager was a violation of confidentiality pursuant to IL Law 820 ILCS 40/7. Pursuant to IL 820 ILCS 40/6 Ms. Anderson's written testimony should be attached to the concern UPS has on file.
9. Sue Jabrowski had a history of harassing female workers, including other office managers that worked with her. Marcia Avilla (a female UPS Mexican employee) reported first to Local Union 705 members that Jabrowski was harassing her. Finally

when the union took no action Avilla reported Jabrowski's conduct to IDHR. The harassment stopped and Avilla remains employed. IDHR 2003CA27613203.

10. I did not engage in any willful misconduct that would warrant a complaint in February of 2005. Specifically on July 29, 2003, the customer concern states that I was rude and refused to take a package. The package was labeled for FedEx service. The account Occular Group was later suspended by UPS. The concern was embellished by "Scotti." The top portion of the concern was recorded by a different UPS employee, and the bottom portion of the concern was completed by "Scotti" who embellished the customer's words.

11. Another customer concern in my employment records was embellished by Kruml's hand written note, September 3, 2003, "rough handling" was changed to "throwing." The customers original concern was altered which is dishonesty. I did not engage in any willful misconduct that would warrant a complaint. Priority Air delivery parcels always takes precedence over Ground deliveries. Matt ran out of the store 84 Lumber after I had delivered all the Air parcels to this business. I stopped to accommodate Matt at approximately 10:20 A.M. which is not rudeness. I had minutes to spare to avoid service failure for other Air Priority parcels. The original customer complaint does not state that I was throwing his packages, it was embellished by Kruml's handwritten note.

12. Lisa Hendrickson, (a female UPS employee and Union Steward) was present when Kruml discussed this. I requested Tom McDonogh (a reputable male Union Steward) pursuant to article 4, CBA to override Hendrickson's representation. After this incident I requested that Hendrickson not represent me anymore. For the two concerns I was not shown my employee records at that time. Tom McDonogh, a trained reputable Union Steward told Kruml to give me a written warning letter Article 54 CBA (See - Request for Letter to Employee 9/4/03). Then McDonogh filed a written grievance on by behalf. This is correct procedure pursuant to Article 54 of the CBA. Around October 2003, Tom McDonogh was a witness to the fact that Kruml did not show me my file. He told me that he had to clean it out. Kruml was fully aware what the procedures were for discipline and deviated from them in February of 2005, Daryl Cessaradi was a part-time employee that I

barely knew. Kruml intentionally and willfully gave Cessaradi a Document of Conversation to initial while I was out working on a route. Cessaradi left voice message to be subpoenaed in legally to testify that Emanulson never filed a grievance on my behalf. Cessaradi's voice message is partial to this case.

13. As a female worker I was denied the duty of fair representation by the defendants from Teamsters Local Union 705. Three of the defendants failed to follow Kruml's procedures and were treated more favorably.

- A. Lisa Hendrickson (female) exceeded 1199 paid hours and was not disciplined (Weekly Operation Report 11/15/03).
- B. Jim Krahula (male) had a complaint of a rude gesture and was not disciplined by Kruml.
- C. On August 5, 2003, Chris Wilgus (male) was cited for not scanning packages and was not disciplined by Kruml (AM Prescan Audit Summary 8/5/03).

They do not have documents of discipline for failure to follow procedures. I was treated less favorable than males John Abbot, Major Purnell, James Howard and Russell Ronnallo. The following males were all discharged for the alleged offences: John Abbot (white) - dishonesty, Major Purnell (black) - dishonesty, James Howard (black) - failure to bring a package to the customer's door and Russell Ranallo (white) - unprofessional behavior and swearing in front of customers. All the males listed received a grievance and a panel hearing at the Teamsters Local Union 705 headquarters. Russell Ranallo received a monetary settlement for a delayed grievance. UPS falsely reported Ranallo's age and reason for discharge to IDHR. Ranallo was not thirty five years old on December of 2002, UPS falsified Rannalo's age and reason for discharge. John Abbot and James Howard were both reinstated for employment. Major Purnell's case is pending at IDHR.

14. UPS processed over twenty-four documents from my employment records including false customer concerns, erroneous suspensions and false allegations stating that I failed to follow procedures. In violation of my rights under IL Law 820 ILCS 40/0.01-13 and the CBA.

- A. I never knew what Kruml was placing in my employment records.
- B. The Union never filed a grievance pursuant to the labor contract on my behalf.
- C. I received my employment records as late as July 8, 2005.

15. Pursuant to Article 54 nothing past nine months could have been used regarding my discharge on March 7, 2005. Pursuant to Article 7 my discharge was grievable, but I received no grievance or viewing of my employment records from the defendants of Teamsters Local 705 for months and years prior to March 7, 2005.

16. Kruml was not managing the center before 2003 and I was not disciplined or written up for concerns prior to Kruml's management. The employer processed twenty-four documents from my employment records including false customer complaints and false allegations stating that I failed to follow Kruml's procedures. I never saw the documents which violates my rights under IL law 820 ILCS 40/4 and 40/6.

17. February 1, 2001, Mrs. Viler lodged a false complaint against me. The complaint is false for the following reasons:

- A. There was no damage and UPS has no proof of damage.
- B. I was not employed on the route in which she said I was rude all the time. I was off on a work related injury.
- C. No one else in the entire community was requesting me to be removed from the route and Lu-Ann Hunter to be put on the route.
- D. The manager has since requested Ms. Viler's complaint be removed from my file.
- E. Ms. Viler's concern is over four years old and should be removed from my file for false information.

18. When Kruml became manager in 2003 I was excluded from documentation. I found several erroneous suspensions in my employment file that I never served nor knew they existed, including June 2004. Kruml placed Documents of Conversation in my file that mention discipline without my knowledge, in violation of article 54 CBA. He gave me his version of Ms.

Anderson's complaint and not the written version that was placed in my employment file.

19. When Kruml was my manager from 2003 to 2005 I was not engaging in any willful misconduct nor I did fail to follow procedures that would warrant a disciplinary write up. I was treated less favorably than others. UPS has no proof that similar situated employees engaging in the same alleged failure to follow procedures have a Document of Conversation regarding disciplinary action. UPS stated to IDHR that I had at least ten instances where I had failed to follow procedure. Below are the instances I found in my personal file I received on July, 8, 2005.

- A. On July 29, 2003, I was written up for attendance when I had taken off three days for my Grandmother's funeral. UPS even sent flowers for the ceremony. I did not exceed my personal days for that year or legal funeral leave. Drivers Bell and Swallow were also absent but did not receive an attendance memo.
- B. UPS has no proof that Rechia, Rumishek or Wilgus (all males) which were all cited for not scanning packages have disciplinary documents lodged against them. I could not scan the package on June 26, 2003, because the label was torn. I gave the torn label to the office manager Sue Jabrowski. Another parcel was scanned - Sebastian signed for it around August, 6 2003. Three parcels were not on my truck that is why I did not scan them around October 16, 2003.
- C. On November 20, 2004, I was directed to suite 101 by the office managers and I made verbal contact with the receptionist. Ms. Tobiaz who was in suite 108 gave written testimony in a letter of praise regarding this incident.
- D. On January 6, 2004, Kruml was fully aware that I went to this pick-up. I waved to the receptionist and Kruml stated in conversation regarding this concern "you took the candy, not the pick-up." The male supervisor told me he had directed another driver to "swing by the pick-up." I followed his directions. He caused a customer complaint. I was not issued a disciplinary notice at that time.
- E. In June of 2004 I received one concern that a customer did not receive a

delivery notice. UPS has no proof I failed to leave a notice. From February 2001 through March 7, 2005, I had no other complaints from tenants for not leaving delivery notices. I delivered packages to five or six apartment complexes daily with multiple units.

- F. In June of 2004 Kruml stated I failed to check the call-ins. Interestingly enough I spoke to Sue Jabrowski about this package while on route. I asked her why the clerk had failed to reschedule the package. To my knowledge any package that is a third attempt delivery goes to the address clerk for reprocessing. Marcia Avilla told me she was harassed for not taking a third attempt COD package to the clerk. Friday was the third attempt on the package. I told the clerk if the customer calls their neighbor was not home and ask the customer if he or she wants to pick-up the package or reschedule delivery on Monday. The male clerk failed to check the call-ins. I was a clerk around 1988 for about one year, at that time I was voted employee of the month. I overheard the clerk tell Sue Jabrowski how cute she was, he was not going to get in trouble.
- G. In June I miss-delivered two parcels that were reasonable errors that other drivers had made. The six looked like an eight. A golf club for one customer was loaded with a group of golf clubs for the golf shop by the pre-loader. Both errors were corrected with no lost merchandise.
- H. Wetnight (male) miss-delivered a parcel for 620 Beaver to 720 Beaver. Vito, the customer had to reorder his parcel and gave written testimony regarding his miss-delivery error. Both of my miss-delivery concerns state post to employees record - "NO." The report from the IDHR states that males Paul Deleon and O'Dell Pendelton have several miss-deliveries. Robert Frederick had several miss-delivery complaints. I have in my possession a copy of a miss-delivery error that I corrected for male driver Darren Ross. On December 5, 2004, after speaking on the phone with Sue Jabrowski I informed her I would be happy to correct a miss-delivery error for a co-driver. The error occurred on December 4, 2004, this was charged to my record but it was not my error.

J. On May, 14 2004, Kruml tried to suspend me for three days for a miss-delivery error that states post to employees record - "NO." The error was corrected within ten minutes. Notation must be made that Daryl Cessaradi's name was pre-typed on the Document of Conversation. The Union steward Pam Treadwell informed Kruml he had to reduce the suspension to a written warning. Following this meeting Kruml informed me that I had miss-delivered parcels on 1/13, 12/5 and 2/17 and I still had to serve a one day suspension. Kruml was manufacturing evidence. I had corrected my miss-delivery error on 1/13 four months prior. Both suites ordered the same product, had similar names, and similar suite numbers. I am only human and did not engage in any willful misconduct. You can't be tried twice for the same offence. 12/5/03 was not my error and on 2/17 there was no miss-delivery. I had four miss-delivery errors from February 2001-March 7 2005 with no claims of lost merchandise from those errors. Also, Kruml made an error on the Document of Conversation by stating that the package was miss-delivered on 1/13/03 instead of 1/13/04.

K. Kruml was again trying to manufacture evidence of failure to follow procedures. All the males listed on the Air Exception Report delivered Air parcels later in the day after first attempting delivery before 10:30 a.m. The concern states post to employee's record - "NO." It also states I attended to the customer in five minutes.

L. In June of 2004, I was never informed I was on notice of suspension. Lisa Hendrickson was present and never initialed Kruml's Documents of Conversation and never told me I was on notice of discipline.

M. On January 6, 2005, I was the only employee written up for discipline for communicating after 3:30 p.m. UPS has no proof that any males listed on the ODS report were written up for discipline. Males: Hoffman, Martinez, Smallwood and several others communicated after 3:30 p.m. Numerous drivers under Kruml's direct management exceeded 1199 paid hours including

Lisa Hendrickson, Jay Haddock and Kevin McCurley. Jennifer Bell and Terry Burnell exceeded 1199 paid hours on the same route I was assigned. The minimum requirement to avoid discipline was not achievable by a reasonable person on that route. The part-timer promoted to my route quit. A supervisor worked the route and had to call for help. This is a grievable violation. The union boasts or representing male employee for supervisors performing union work. Jim Krahula the union steward present during Kruml's conversation 1/6/2005 informed me he never saw a disciplining write-up Document of Conversation. A customer also accused Jim Krahula of doing a rude gesture. Jim Krahula was never disciplined by Kruml for this. On 1/6/05 I filed a grievance for reduced over-time pursuant to Article 37 CBA. Chris Wilgus (a male steward) denied me a follow-up grievance for the employer's violations of excessive over-time. Males in the Addison center were awarded monetary settlements, the Union filed grievances for excessive over time for them.

20. A letter was sent to UPS dated January 5, 2005, Ms. Lang's address was missing. UPS has no proof Ms. Lang ordered a parcel on December 15th, 23rd and 29th. I can state I remember delivering a parcel to Ms. Lang's door, she signed for it. In December 2004 Ms. Lang exhibited psychotic behavior, she started screaming at me and stated that everyone in the building hated me. I phoned the Naperville police to report the incident. As stated in Ms. Lang's letter she accuses me of placing delivery notices under doormats, however, there are no door mats on the concrete entry way to the building. No one else in the community of three hundred apartments complained about me. Ms. Young, another tenant of the complex gave written testimony of praise. Since there is no evidence to support that Ms. Lang's letter is true, Ms. Lang's letter should be expunged. Manning (Mexican, male employee) were treated more favorably when a customer threatened to shoot him if he drove the UPS vehicle down his street. John Abbott (white male) was treated more favorably when a customer falsely accused him of walking on freshly poured concrete. Ms. Lang's concern was never brought up to me or investigated under the grievance procedure. Ms Lang's concern was placed in my file without my knowledge in violation of ILCS 820 40/4.

Finally, everything I am telling the court should have been grieved through the Union. I received no representation from the aforementioned Union agents, though I requested it. I was treated less favorably than the males that were discharged. UPS has no proof that Russell Ranallo was thirty-five years of age in December of 2002, or proof that he was swearing in front of customers as stated in the report given to the IDHR. Russell Ranallo received a monetary settlement when his grievance for discharge was delayed. His employment records were lost but reappeared in the investigation report at IDHR with false allegations of unprofessional behavior.

I feel that Kruml treated me with hostility, discriminatorily and dishonestly during his management term. I feel that Sue Jabrowski dishonestly reported customer concerns and falsified documentation in my employment records. I feel that the Union members listed failed to oppose the discriminatory treatment I was receiving when it came within the scope of the CBA. I feel as though Kenny Emanulson did not process my grievance on my behalf and informed other Union members not to talk to me.

Kathryn M. Lakeberg December 18, 2007

Kathryn M. Lakeberg

4909 Cross Street

Downers Grove, IL 60515

EEOC Form 161 (3/98)

U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

DISMISSAL AND NOTICE OF RIGHTS

To: Kathryn M. Lakeberg
4809 Cross Street
Downers Grove, IL 60515

From: Chicago District Office
500 West Madison St
Suite 2800
Chicago, IL 60661

Certified Mail: 7099 3400 0014 4054 4208



On behalf of person(s) aggrieved whose identity is
CONFIDENTIAL (29 CFR §1601.7(a))

EEOC Charge No.

EEOC Representative

Telephone No.

21B-2005-02780

Armernola P. Smith,
State & Local Coordinator

(312) 886-5973

THE EEOC IS CLOSING ITS FILE ON THIS CHARGE FOR THE FOLLOWING REASON:



The facts alleged in the charge fail to state a claim under any of the statutes enforced by the EEOC.



Your allegations did not involve a disability as defined by the Americans With Disabilities Act.



The Respondent employs less than the required number of employees or is not otherwise covered by the statutes.



Your charge was not timely filed with EEOC; in other words, you waited too long after the date(s) of the alleged discrimination to file your charge.



Having been given 30 days in which to respond, you failed to provide information, failed to appear or be available for interviews/conferences, or otherwise failed to cooperate to the extent that it was not possible to resolve your charge.



While reasonable efforts were made to locate you, we were not able to do so.



You were given 30 days to accept a reasonable settlement offer that affords full relief for the harm you alleged.



The EEOC issues the following determination: Based upon its investigation, the EEOC is unable to conclude that the information obtained establishes violations of the statutes. This does not certify that the respondent is in compliance with the statutes. No finding is made as to any other issues that might be construed as having been raised by this charge.



The EEOC has adopted the findings of the state or local fair employment practices agency that investigated this charge.



Other (briefly state)

- NOTICE OF SUIT RIGHTS -

(See the additional information attached to this form.)

Title VII, the Americans with Disabilities Act, and/or the Age Discrimination in Employment Act: This will be the only notice of dismissal and of your right to sue that we will send you. You may file a lawsuit against the respondent(s) under federal law based on this charge in federal or state court. Your lawsuit **must be filed WITHIN 90 DAYS of your receipt of this notice**; or your right to sue based on this charge will be lost. (The time limit for filing suit based on a state claim may be different.)

Equal Pay Act (EPA): EPA suits must be filed in federal or state court within 2 years (3 years for willful violations) of the alleged EPA underpayment. This means that **backpay due for any violations that occurred more than 2 years (3 years) before you file suit may not be collectible.**

On behalf of the Commission

John P. Rowe

9/20/07

Enclosures(s)

John P. Rowe,
District Director

(Date Mailed)

cc: UNITED PARCEL SERVICE



United States Government

NATIONAL LABOR RELATIONS BOARD

Region 13

200 West Adams Street - Suite 800

Chicago, IL 60606-5208

(312) 353-7643

June 7, 2005

RE: Local 705, IBT
13-CB-18084

Ms. Kathy Lakeberg
4909 Cross
Downers Grove, IL 60515

Dear Ms. Lakeberg:

The above captioned charge has been fully investigated. From the investigation, the evidence does not show that the union failed to represent you by failing to timely process your grievance. No evidence was presented to show that the union's failure to timely file a grievance was motivated by arbitrary, capricious or discriminatory reasons. ~~The union's apparent negligence does not constitute a violation under the law.~~ The Region has therefore determined that your charge will be dismissed absent your voluntary withdrawal of same.

Enclosed for your convenience should you wish to withdraw the case is a Withdrawal Request form. Please sign and date the form where indicated and mail the completed form back to our office to my attention. Our office must receive the completed form by close of business June 10, 2005 or the charge will be dismissed. If the charge is dismissed, the Union will receive a summary report stating the reasons for dismissal. If you withdraw the charge, no report issues.

If you have any questions, do not hesitate to phone me. Thank you for your prompt attention to this matter.

Very truly yours,

A handwritten signature in cursive script, reading "Jessica Willis Muth", is written over a circular stamp.

Jessica Willis Muth
Attorney

Enclosure

EEOC Form 5 (5/01)

CHARGE OF DISCRIMINATION

This form is affected by the Privacy Act of 1974. See enclosed Privacy Act Statement and other information before completing this form.

Charge Presented To:

Agency(ies) Charge No(s):

☐ FEPA☒ EEOC

210-2005-03781

Illinois Department Of Human Rights

and EEOC

State or local Agency, if any

Name (Indicate Mr., Ms., Mrs.)

Ms. Kathryn M. Lakeberg

Home Phone No. (Incl Area Code)

(630) 960-9489

Date of Birth

04-09-1958

Street Address

City, State and ZIP Code

4909 Cross Street Downers Grove, IL 60515

Named is the Employer, Labor Organization, Employment Agency, Apprenticeship Committee, or State or Local Government Agency That I Believe Discriminated Against Me or Others. (If more than two, list under PARTICULARS below.)

Name

UNITED PARCEL SERVICE

No. Employees, Members

500 or More

Phone No. (Include Area Code)

(630) 628-2116

Street Address

City, State and ZIP Code

150 Lombard Road, Addison, IL 60101

Name

No. Employees, Members

Phone No. (Include Area Code)

Street Address

City, State and ZIP Code

DISCRIMINATION BASED ON (Check appropriate box(es).)

☐ RACE ☐ COLOR ☒ SEX ☐ RELIGION ☐ NATIONAL ORIGIN
☐ RETALIATION ☐ AGE ☐ DISABILITY ☐ OTHER (Specify below.)

DATE(S) DISCRIMINATION TOOK PLACE

Earliest

Latest

05-30-2004**03-07-2005**☐ CONTINUING ACTION

THE PARTICULARS ARE (If additional paper is needed, attach extra sheet(s)):

I was employed by Respondent since April, 1989. My most recent position was Package Car Driver. For the last couple of years, I have been subjected to different terms and conditions of employment than male employees, in that I was suspended on or about June 8, 2004, for misdeliveries while male drivers with multiple misdeliveries have not been suspended; a male driver who does a split-off with my route is allowed to pick the packages he will deliver; on February 22, 2005 I was questioned about punching out after an 8-hour day while two males who punched out before me after 8 hours were not questioned; and I was terminated on March 7, 2005 for customer complaints while several male drivers with numerous customer complaints against them remain employed.

I believe I have been discriminated against because of my sex, female, in violation of Title VII of the Civil Rights Act of 1964, as amended.

RECEIVED EEOC

CHICAGO DISTRICT OFFICE

I want this charge filed with both the EEOC and the State or local Agency, if any. I will advise the agencies if I change my address or phone number and I will cooperate fully with them in the processing of my charge in accordance with their procedures.

NOTARY - When necessary, State and Local Agency Requirements

I declare under penalty of perjury that the above is true and correct.

I swear or affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

SIGNATURE OF COMPLAINANT

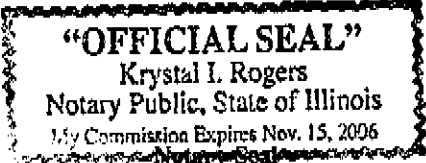
SUBSCRIBED AND SWORN TO BEFORE ME THIS DATE
(month, year)

Mar 25, 2005

Date

Kathryn M. Lakeberg

Charging Party Signature

CHARGE OF DISCRIMINATION		AGENCY <input checked="" type="checkbox"/> IDHR <input checked="" type="checkbox"/> EEOC	CHARGE NUMBER 2006CA0255
This form is affected by the Privacy Act of 1974: See Privacy act statement before completing this form. 06W0804.07			
Illinois Department of Human Rights and EEOC			
NAME (indicate Mr., Ms., Mrs.) KATHRYN M. LAKEBERG		HOME TELEPHONE (include area code) 630-960-9489	
STREET ADDRESS 4909 CROSS		CITY, STATE AND ZIP CODE DOWNERS GR, IL 60515	DATE OF BIRTH 04/09/58
NAMED IS THE EMPLOYER, LABOR ORGANIZATION, EMPLOYMENT AGENCY, APPRENTICESHIP COMMITTEE, STATE OR LOCAL GOVERNMENT AGENCY WHO DISCRIMINATED AGAINST ME (IF MORE THAN ONE, LIST BELOW)			
NAME UNITED PARCEL SERVICE	NUMBER OF EMPLOYEES, MEMBERS 15+	TELEPHONE (include area code) 630 628 2116	
STREET ADDRESS 150 S LOMBARD	CITY, STATE AND ZIP CODE ADDISON, IL 60101	COUNTY 031	
NAME		TELEPHONE (include area code)	
STREET ADDRESS		COUNTY	
CAUSE OF DISCRIMINATION BASED ON: SEX AGE		DATE OF DISCRIMINATION EARLIEST (ADEA/EPA) LATEST (ALL) / / 03/07/2005 <input type="checkbox"/> CONTINUING ACTION	
THE PARTICULARS ARE (if additional space is needed attach extra sheet(s))			
<p>I. A. ISSUE/BASIS</p> <p style="padding-left: 40px;">DISCHARGE, ON OR ABOUT MARCH 7, 2005, BECAUSE OF MY SEX, FEMALE.</p> <p> B. PRIMA FACIE ALLEGATIONS</p> <p> 1. My sex is female.</p> <p> 2. I have satisfactorily performed my duties as a Package Car Driver, and have been employed with Respondent since April, 1988.</p> <p> 3. On or about March 7, 2005, I was discharged by Larry Krummel (male), Respondent's Center Manager. Krummel stated that I was being discharged because of a complaint which was lodged against me by a customer. No documentation was received from Krummel, or any other member of Respondent's management</p> <p style="text-align: left;">(Continued)</p>			
I also want this charge filed with the EEOC. I will advise the agencies if I change my address or telephone number and I will cooperate fully with them in the processing of my charge in accordance with their procedures.		SUBSCRIBED AND SWORN TO, BEFORE ME 8/5/05 MONTH DATE YEAR	
		SIGNATURE OF COMPLAINANT: <u>Kathryn M. Lakeberg</u> DATE: <u>8/5/2005</u> I declare under penalty that the foregoing is true and correct. I swear or affirm that I have read the above charge and that it is true to the best of my knowledge, information, and belief.	

 DEPT. OF HUMAN RIGHTS
 SWITCHBOARD
 AUG 11 2005

Complainant Name: KATHRYN M. LAKEBERG

Charge Number: 2006CA0255

Page 2

which validated Respondent's reason for the discharge; nor did I engage in an act of willful misconduct which merited being discharged by the Respondent.

4. I believe that there have been other, similarly situated, male package car drivers, such as Christian Wetnight and others, that have had a complaint lodged against them by a customer, but they were not discharged by the employer as I have been.

II. A. ISSUE/BASIS

DISCHARGE, ON OR ABOUT MARCH 7, 2005, BECAUSE OF MY AGE, 47.

B. PRIMA FACIE ALLEGATIONS

1. I am 47 years of age.
2. I have satisfactorily performed my duties as a Package Car Driver, and have been employed with Respondent since April, 1988.
3. On or about March 7, 2005, I was discharged by Larry Krummel (43), Respondent's Center Manager. Krummel stated that I was being discharged because of a complaint which was lodged against me by a customer. No documentation was received from Krummel, or any other member of Respondent's management which validated Respondent's reason for the discharge; nor did I engage in an act of willful misconduct which merited being discharged by the Respondent.
4. I believe that there have been other, similarly situated, younger package car drivers, such as Christian Wetnight and others, that have had a complaint lodged against them by a customer, but they were not discharged by the employer as I have been.

ACF/JJT/RCG

STATE OF ILLINOIS
DEPARTMENT OF HUMAN RIGHTS

IN THE MATTER OF THE
REQUEST FOR REVIEW BY:

KATHRYN M. LAKEBERG

CHARGE NO: 2006CA0255^[1]
EEOC NO: 21BA52780

ORDER

This matter coming before the Chief Legal Counsel upon Complainant's Request for Review ("Request") of the dismissal by the Department of Human Rights ("Department") of Charge No. 2006CA0255, Kathryn M. Lakeberg, Complainant, and United Parcel Service, Respondent; and the Chief Legal Counsel having reviewed de novo the Department's investigation file, including the Investigation Report ("Report"), and Complainant's Request and supporting materials; and the Chief Legal Counsel being fully advised of the premises;

NOW, THEREFORE, it is hereby ORDERED that the Department's dismissal of Complainant's charge is SUSTAINED on the following ground:

LACK OF SUBSTANTIAL EVIDENCE

In support of which determination the Chief Legal Counsel states the following findings of fact and reasons:

1. Complainant filed a charge of discrimination with the Department on August 5, 2005, alleging that Respondent discharged her because of her sex, female ("Count A"), and her age, 47 ("Count B"), in violation of Section 2-102(A) of the Illinois Human Rights Act. On August 25, 2006, the Department dismissed Complainant's charge for Lack of Substantial Evidence. On September 29, 2006, Complainant filed this timely Request.
2. As to Counts A and B, Complainant, a former Package Delivery Driver, alleges that on March 7, 2005, Respondent discharged Complainant because of her sex and age. Complainant further alleges that similarly situated, Christian Wetnight ("Wetnight") (male, 30), engaged in similar conduct as Complainant and was not discharged.
3. As to Counts A and B, Respondent's articulated non-discriminatory reason is that it discharged Complainant for receiving numerous customer complaints and a history of discipline.
4. As to Counts A and B, the Department's investigation did not reveal that Respondent discharged Complainant because of her sex and age. The investigation revealed that Complainant had a history of discipline. The evidence shows that from February 2001, through March 2004, Complainant had been subjected to twelve customer complaints and ten instances where Complainant failed to follow Respondent's delivery procedures. On July 20, 2004, Respondent suspended Complainant for customer complaints (i.e., misdeliveries and wrong delivery times) and failure to follow delivery procedures (i.e., failure to leave service notices and failure to check call in sheets). On January 5, 2005, a customer, Dionne Lang ("Lang") (sex and age unknown), wrote a letter to Glen Schmidt (male, age unknown), Manager, complaining that Complainant did not deliver the packages to Lang's door and that Lang has reported this to Respondent on three separate occasions. On February 3, 2005, another customer, Bernadine Anderson ("Anderson") (sex and age unknown), wrote a letter to Respondent's management indicating that Complainant was "the most miserable person she's come to contact with" and complaining that Complainant told Anderson, "you ruined my lunch". Anderson further reported that this is the third time Complainant displayed a rude attitude and that she does not want Complainant to deliver to Anderson any longer. On February 4, 2005, Respondent sent Complainant a notice of termination and discharged her on March 7, 2005, for history of discipline and for numerous customer complaints about service.

5. Further, as to Counts A and B, the evidence showed that Wetnight received three customer complaints about service: one in 2001, two in 2003, and one in November 2005, (i.e., that Wetnight was argumentative with a customer related to a scheduled pickup). The evidence shows that Wetnight had less customer complaints than Complainant. Additionally, the evidence revealed that on December 13, 2002, Respondent discharged Russell Ranallo (male, 35), Package Delivery Driver, for failure to follow directions and for unprofessional behavior in that he swore in front of customers. The Department's investigation did not reveal that Respondent treated similarly situated male or younger Package Delivery Drivers more favorably than Complainant. There is no nexus between Complainant's discharge and her sex or age. There is no substantial evidence that Respondent discharged Complainant because of her sex or age.

6. In her Request, Complainant fails to provide any additional evidence, which would warrant a reversal of the Department's original determination. To her Request, Complainant attaches copies of the certain sections of Collective Bargaining Agreement with Respondent and Complainant's union; audit delivery sheets and statistics; some handwritten notes from Complainant; a business card from a Police Officer of Addison, Illinois; disciplinary forms/sheets, union grievance forms; a note from Glen R. Schmidt, Manager, several letters from Respondent's Attorney to Complainant; a letter from Complainant to Respondent's Human Resources Department, dated June 19, 2006; several customer complaints regarding Complainant, an email from Timothy Lippeth to Lawrence Kruml ("Kruml"); letter from Therese R.

Young, dated July 18, 2005; a letter from Robert [2] undated; several Customer Concern Reports documenting telephone calls to Respondent's Customer Service Department; several barcodes and shipment labels with notes on them; a letter from Kristina Puente, customer, dated April 18, 2005; several Air Exception Reports; several Documents of Conversation (i.e., written warnings) for Complainant; a letter from Tim Madura, customer, undated; letter from Tom McDough, union steward, to file, undated; Complainant's earning sheets; an Attendance Memo for Kruml; a Memo from Kruml to Tom Haefke, dated July 29, 2003; several of Complainant's notes and letters to her personnel file; a letter from Reggie Dominick to Reggie Dominick, dated January 14, 2003; several stop details; and several documents from Complainant's personnel file. None of these documents provide any new evidence warranting a reversal of the Department's original determination or proving that Respondent harbored any discriminatory animus towards Complainant because of her sex and age.

7. Furthermore, in her Request, Complainant alleges that Respondent: 1) denied her union representation; 2) subjected her to retaliation and harassment; and 3) suspended her. The Chief Legal Counsel must strictly adhere to the charge of discrimination. Deen v. Lustig, 337 Ill.App.3d 294, 305-06, 785 N.E.2d 521, 531-32 (4th Dist. 2003). In her charge, Complainant did *not* allege that Respondent denied her union representation, subjected to retaliation and harassment, or suspended her. Thus, the only dispositive issues of Complainant's charge is whether Complainant was discharged because of her sex and age. Therefore, the Chief Legal Counsel cannot consider claims that are not listed in Complainant's original charge. Lastly, the Department does not have jurisdiction over union representation disputes. Complainant's Request is not persuasive.

8. In sum, Complainant failed to establish, and the Department failed to show, that Respondent discharged Complainant because of her sex ("Count A") and age ("Count B").

9. This is a final Order. A final Order may be appealed to the Appellate Court by filing a petition for review, naming 1) the Chief Legal Counsel, 2) the Department, and 3) Respondent as appellees, with the Clerk of the Appellate Court within 35 days after the date of service of this Order. The Department deems "service" complete 5 days after mailing.

ENTERED THIS _____ DAY OF _____, 2007.

Chief Legal Counsel

investigation revealed that Complainant was placed on notice of termination (Exhibit F) effective February 4, 2005, and that the discharge (Exhibit G) was carried out on March 7, 2005.

7. The investigation revealed that driver Christian Wetnight's disciplinary file (group Exhibit H) included complaints related to package delivery, specifically one in 2001, two in 2003, and one complaint in November of 2005 identifying Wetnight as being argumentative with a customer related to a scheduled pickup time on one occasion when filling in for another driver.
8. The investigation revealed the following concerning Complainant's similarly situated coworkers (Group Exhibit I): Paul DeLeon (male, 42), package driver, had received complaints related to misdelivered parcels, but had no complaints related to his attitude/conduct toward customers; Odell Pendelton (male, 40), package driver, was warned about misdeliveries, about a customer concern related to his behavior during a delivery in February of 2004, and in November of 2005 reportedly rolled his eyes at a customer during a conversation about where to leave packages on the customer's property; and Robert Frederick (male, 42) package driver, had received a written warning in July of 2005 related to his blatant refusal to follow directions from management, was counseled about proper language and conduct in April of 2006, and had received several complaints related to misdelivered parcels. The investigation revealed that none of these employees had been discharged by Respondent.
9. The investigation revealed that Respondent had also discharged (Group Exhibit J) Anthony Bernes (male, 30), package driver, on March 21, 2005, for his failure to report an accident with his vehicle to management; Russell Ranallo (male, 35), package driver, on December 13, 2002, related to his failure to follow directions, including being unprofessional and swearing in front of customers; Greg Marquard (male, 33), package driver, on February 10, 2004, for failure to fulfill participation requirements related to his continued employment; (Fred Robertson (male, 35), package driver, on January 31, 2005, for failing to call in while receiving medical attention for a job related injury.

Analysis

The Department's investigation did not reveal that Respondent discharged Complainant because of her sex or age. The investigation did not reveal that Respondent treated similarly situated male or younger drivers more favorably than Complainant. The investigation revealed that Complainant had been disciplined and warned about her continued unsatisfactory performance, which ultimately led to her discharge. The investigation did not reveal that Complainant's comparative was similarly situated to Complainant. The investigation revealed that male and younger drivers were also discharged by Respondent under similar circumstances.

In March 9, 2005 I accompanied Kathy Lukinburg to the Teamsters 705 union hall at 1645 W. Jackson St. Chicago. The purpose of our trip was to speak to Kenny Emanuelson about filing a grievance for Kathy. Kenny Emanuelson was in the office and spoke with Kathy in front of me about filing the grievance and Kathy made mention a few times of the time table involved with filing the grievance. Kenny Emanuelson acknowledged and agreed to taking care of the matter.

John Abbott

John Abbott

630-665-6104

Kathy this is Darrell, I will call back later on try not to call my house because my wife is so paranoid. Yeah I talked to Kenny today and he said something that you were up in front of the labor what you had told me about before. AOL or something like that. But I need to talk to you and I will give you a call. I will try to call you when I get home around 10:00. I did talk to Kenny and he told me "don't sign anything that Kathy is trying to give you and this and that." I asked him about the insurance thing, I mean not the insurance thing the initials I wrote on the paper and he said "yeah you did that and that's how she got fired." And I questioned him on why didn't he do a grievance after that and he said "what was I going to grieve, who was going to sign the paper" And I go, what do you mean who was going to sign the paper? If you file a grievance and you put it in front of him and you tell him to sign that because you know after March 7th I said why didn't you file a grievance within 15 days? And he said yeah who was going to sign the grievance? And I said what?! What who was going to sign the grievance? I said what are you talking about? They would have signed the grievance if you would have filed a grievance. And then he tried to, and I was getting a little bit loud and then he left. Yeah he is blaming me why you are off of work, why you got terminated. It's all my fault. And so if there is anything that needs to be done um real quick before I loose my recording here, I need to be subpoenaed in legally. You know just do that, if you are going to do anything get a lawyer and have me subpoenaed in for a testimony and I'll do it. But I'm just saying this is ridiculous. He is blaming me for everything and I'm like he didn't do anything for you. He didn't do a darn thing. And apparently this union labor is saying that he filed for you Friday for the Union Labor, I forgot the name of it. The ULA or something. He said he filed Friday but to me it seems like there is no concern in his voice, you know what I mean like "oops there it goes she is done and over with." I hope I don't get you upset with this phone call. I will call you up uh tomorrow when I get off work and I'll have your number with me unless if you can call later on this afternoon, my wife will not be home. I'll call you up, try not to call the house. My wife gets really nervous when she starts hearing me talk like this she gets paranoid and uh. My job is on the line I feel like too. My job feels like it is on the line like if I make one cross I feel like then the Union is not going to protect me. It's like this is crazy I gotta do everything right at work, I just gotta keep my horseblinders on and just do my job and don't talk to anybody and be there on time and get off of work and just leave. But um I will talk to you tomorrow, definitely in the morning if I don't get in touch with you later this afternoon. Okay I'm sorry, I will talk to you later goodbye.

Good morning Kathy it's Jessica. In response to your question about the union's charge the investigation was completed and we determined that there wasn't enough evidence to show that the employer unilaterally made any changes to the disciplinary system. And or did not make unilateral changes in the grievance procedure when it adhered strictly to the contract about the time targets. We have determined to dismiss the charge.

Kathy Lakeberg
4909 Cross st.
Downers Grove, Illinois
60515
630-960-9489

July 16, 2005

Mr. Hoffa

Dear Sir:

My name is Kathy Lakeberg, and I have been a member of local 705, employed by United Parcel Service since 1988. In March of this year I was terminated by UPS for a series of concerns called in by customers. At the time of my termination I was a package car driver in the Naperville center at the Addison hub.

The reason that I am writing to you directly is that I have not been properly represented by my local union. I was terminated on March 7th of this year. On March 9th, I contacted my business agent Kenny Emmanuelson. I explained the situation regarding my termination to him, and asked him to file a grievance; he assured me he would take care of it. During the next few weeks phone calls were exchanged between us and I kept asking what the status of my grievance was, and I felt as though I was not getting straight answers. Finally during one phone call, Kenny informed me that UPS would not hear my case because the grievance was not filed within the prescribed time. Kenny told me that he would file an unfair labor practice. After that I went down to the union hall and questioned Kenny as to why the grievance was not filed in time and he asked me "when did you ever ask me to file a grievance". He acted as if he had no idea what was going on. I told him "March 9th". He responded "no, no, no". At this point I knew something was not right with my situation.

Since then I have had limited contact with my local, but they do not seem to want to do anything to help my situation and get my case heard. I don't know where to turn anymore for help. I just want to get my job back and move on.

I am hoping that there is somebody there in Washington that can respond to me and give me some direction. I am certain that my termination was not handled properly by UPS, and given the opportunity to have my case heard; I would have been awarded my job back. I have witnesses, and documentation that can support my case, the only thing that seems to be lacking is representation from my local union.

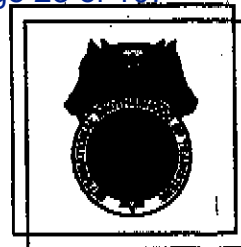
In my 15 years of Teamster membership I have never heard of a termination case where the local has failed to file a grievance on a brother's behalf. I just want the opportunity to have my case heard. I am hoping somebody here can step in on my behalf and get me the type of representation that I am entitled to as a member of the INTERNATIONAL BROTHERHOOD OF TEAMSTERS.

Sincerely,

Kathy M. Lakeberg

Kathy Lakeberg
Member Local 705

INTERNATIONAL
BROTHERHOOD OF TEAMSTERS
AFL-CIO



JAMES P. HOFFA
General President

C. THOMAS KEEGEL
General Secretary-Treasurer

KEN HALL
Vice President
Eastern Region
Director
Parcel and Small Package
Trade Division

July 25, 2005

Mr. Stephen E. Pocztowski, Secretary-Treasurer
Teamsters Local Union No. 705
1645 West Jackson Boulevard
Chicago, Illinois 60612

Dear Brother Pocztowski:

The enclosed letter to General President Hoffa from Local 705 member Kathy Lakeberg is being forwarded for your review and response.

Please provide me with a written report of the Local Union's position in this case, as well as the current status.

Your prompt attention to this request is appreciated.

Fraternally yours,

Ken Hall

Ken Hall, Director
Parcel and Small Package
Trade Division

KH:tr

Enclosure

cc: Kathy Lakeberg

Robert D. Banzuly, Attorney

Suite 1800 ~ 10 South Riverside Plaza ~ Chicago, Illinois 60606
Tel. 312-953-4268 Fax 312- 474-6099
faselus@aol.com

July 2006

Ellen M. Girard
UPS Attorney
500 West Madison Street
Chicago, IL 60661

Teamsters Local 705
1645 W. Jackson
Chicago, IL 60612

7/1/06

KATHY,

Please review &
call me -

RDB

NOTICE OF GRIEVANCE OF KATHY LAKEBERG

Kathy Lakeberg has retained me to advise you as follows:

On June 3, 2006, as a result of receiving a written statement from Bernadine Anderson, a copy of which is enclosed, she first became aware that UPS apparently recklessly or intentionally submitted false testimony regarding this matter at the meeting between its management and Ms. Lakeberg's Union. See the enclosed Document of Conversation which Ms. Lakeberg recently found in her personnel file.

Because said incident was the apparent cause of her termination Kathy Lakeberg hereby files her grievance and demands, that in accordance with her rights under the labor management agreement between Teamsters Local 705, that the grievance process with respect to her wrongful discharge be immediately commenced.

That if said process is not immediately commenced she will consider it to be an intentional act on the part of Local to harm her and will consider that UPS intentionally defamed her and will act accordingly.

Please direct your reply and/or questions to me.

Robert D. Banzuly

By Robert D. Banzuly
As Attorney for Kathy Lakeberg

June 3, 2006

In reference to my
Complaint (new # 369-0171
on 2/3/05 @ 14:46
1340 McDowell RD.
#201

Waverille, Ill. 60563

I did not state she was the
most miserable person that I
have come in contact with.

I am a sales associate.

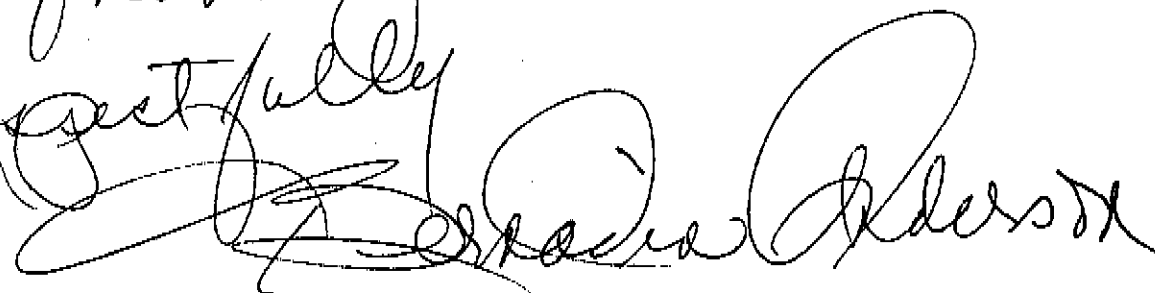
She has apologized & I
had accepted. We were
both not in the right mood
and that happens to a lot of

people at times

So my intention was
not so crucial that
she get fired - I
would prefer she have
her job since she was
nice enough to come
back & we talked it
out & both apologized
for having a bad day.

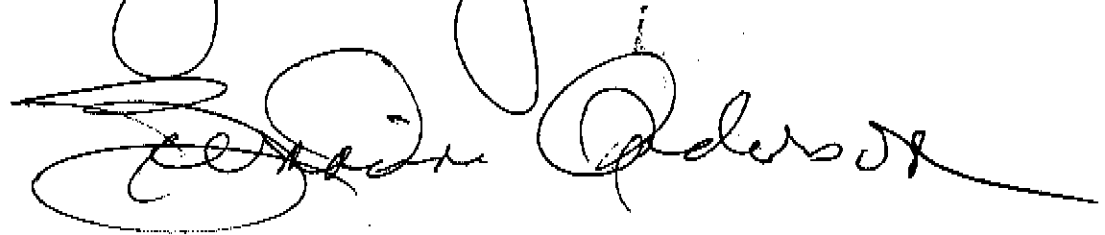
Thank you

Respectfully

Terence Rios

PS.

Also, I enjoy & trust
UPS for delivery & will
not change my service.

Brian Adams

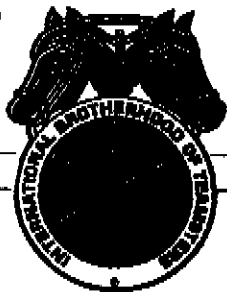
630-267-7739
cell phone

4117 Landing Dr.

Apt. ~~10~~ 1C

Aurora, Ill. 60504

Chaparral Landing



Teamsters Local Union 705

chartered as

Truck Drivers, Oil Drivers, Filling Station and Platform Workers Local Union No. 705

AFFILIATED WITH THE INTERNATIONAL BROTHERHOOD OF TEAMSTERS

1645 WEST JACKSON BLVD • CHICAGO, ILLINOIS 60612 • Phone: (312) 738-2800 ® 101

July 6, 2006

Executive Board

STEPHEN E. POCZTOWSKI
Secretary-Treasurer

JOSEPH BAKES
President

GREGORY R. FOSTER
Vice-President

JUAN CAMPOS
Recording Secretary

JON CLARY
Trustee

SANTOS M. MARINEZ
Trustee

EDMUND J. URBANIAK
Trustee

Elected Business Agents

LORELEI ANDERSON
KENNETH J. EMANUELSON
WALTER KOBYLANSKI
JOE RODRIGUEZ

Kathryn Lakeberg
4909 Cross St.
Downers Grove, IL 60515

Re: UPS Termination

Dear Ms. Lakeberg:

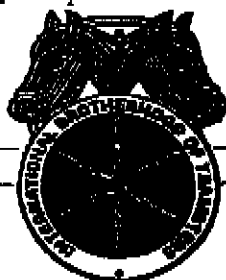
I am writing in response to your June 19, 2006 correspondence to the Union. You were advised last year that the Union was unsuccessful in its attempts to have you reinstated and this case was closed at that time. There is nothing further the Union can do for you concerning this matter under the parties' collective bargaining agreement at this point.

We wish you the best of luck.

Sincerely,

Marilyn T. Brassil

cc: Stephen Poczowski
Kenny Emanuelson



Teamsters Local Union 705

chartered as

Truck Drivers, Oil Drivers, Filling Station and Platform Workers Local Union No. 705

AFFILIATED WITH THE INTERNATIONAL BROTHERHOOD OF TEAMSTERS

1645 WEST JACKSON BLVD • CHICAGO, ILLINOIS 60612 • Phone: (312) 738-2800

August 3, 2006

Executive Board

STEPHEN E. POCZTOWSKI
Secretary-Treasurer

JOSEPH BAKES
President

GREGORY R. FOSTER
Vice-President

JUAN CAMPOS
Recording Secretary

JON CLARY
Trustee

SANTOS M. MARINEZ
Trustee

EDMUND J. URBANIAK
Trustee

Elected Business Agents

LORELEI ANDERSON
KENNETH J. EMANUELSON
WALTER KOBYLANSKI
JOE RODRIGUEZ

Robert Banzuly
Attorney
10 South Riverside Plaza, Suite 1800
Chicago, IL 60606

Re: Kathy Lakeberg

Dear Mr. Banzuly:

I am writing in response to your August 1, 2006 correspondence. As the Union has already advised Ms. Lakeberg, we were unsuccessful in our attempts to have her reinstated last year and there is nothing further that we can do for her at this time.

We wish Ms. Lakeberg the best of luck in her future endeavors.

Sincerely,

Marilyn Brassil

cc: Stephen Pocztowski
Joe Bakes
Kenny Emanuelson



Citicorp Center
500 West Madison Street
Suite 3700
Chicago, Illinois 60661
Tel 312.715.5000
Fax 312.715.5155
www.quarles.com

Attorneys at Law in:
Phoenix and Tucson, Arizona
Naples and Boca Raton, Florida
Chicago, Illinois
Milwaukee and Madison, Wisconsin

Ellen M. Girard 312/715-5051
E-Mail egirard@quarles.com

April 28, 2005

VIA U.S. MAIL

Ms. Kathy Lakeberg
4909 Cross Street
Downers Grove, IL 60515

Re: Request for Personnel Records

Dear Ms. Lakeberg:

This letter is in response to your recent request to UPS to obtain copies of your personnel records. Given the fact that you have an EEOC charge pending against UPS, your request for personnel records is being denied pursuant to 820 ILCS 40/10(f).

If you have any questions, please feel free to contact me.

Very truly yours,

A handwritten signature in cursive script, appearing to read "E. Girard".

Ellen M. Girard

Handwritten initials, possibly "LW", in a dark, bold script.

June 23, 2005

Marilyn Rithcie
UPS Human Resources
150 S. Lombard Road
Addison, Illinois 60101

Dear Mrs. Rithcie:

Pursuant to the personal Records Review Acts, 820ILCS40-0.01, et seq., I respectfully request an opportunity to review my personal records within seven working days of the request. I also respectfully request a copy of my personal records as soon as maybe possible. Please advise me of any fees that may be involved.

Sincerely,

Kathryn M. Lakeberg

KML/lel



Quarles & Brady
500 West Madison Street
Suite 3700
Chicago, Illinois 60661
Tel 312.715.5000
Fax 312.715.5155
www.quarles.com

*Attorneys at Law in:
Phoenix and Tucson, Arizona
Naples and Boca Raton, Florida
Chicago, Illinois
Milwaukee and Madison, Wisconsin*

Ellen M. Girard
E-Mail

312/715-5051
egirard@quarles.com

July 8, 2005

VIA U.S. MAIL

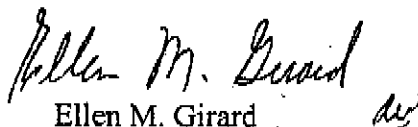
Ms. Kathy Lakeberg
4909 Cross Street
Downers Grove, IL 60515

Re: Request for Personnel Records

Dear Ms. Lakeberg:

Pursuant to your request to Marilyn Ritchie, enclosed is a copy of your personnel file that is stamped UPS 0001-UPS 0363.

Very truly yours,


Ellen M. Girard

Enclosures

Kathryn M. Lakeberg
4909 Cross Street
Downers Grove, IL 60515
630.960.9489, cell: 630.969.7242

Office of Human Resources
United Parcel Service
150 South Lombard
Addison, IL 60101

To Whom It May Concern,

Enclosed are twenty-four documents that I found in my personnel record file.

I disagree with the information contained for the reasons given in my written statements, which I have attached to said documents.

Pursuant to Illinois Law 820ILCS 40/6, I hereby request that said documents be expunged from my records.

If this is not granted, I hereby demand that my written position statements be enclosed in my personnel file and be processed and administered in accordance with the Illinois law.

If you have any questions please call the phone numbers listed on the top of the letter.

Thank you,

Kathryn M. Lakeberg JUNE 19, 2006
Kathryn M. Lakeberg

Concern 007MNBHYX

Customer voiced concern to me that the female office person taking her concern "gossiped" to her that I was a problem, and embellished the complaint.

In looking at the rebuttal from the customer, the office person changed the customers words and filed a false complaint. See attached letter from Bernadine Anderson.

DOCUMENT OF CONVERSATION

On February 4, 2005 I spoke with Kathy Lakeburg with union steward Daryl Cessaretti present. On February 3, 2005 we received a concern regarding Kathy's unprofessional conduct with a customer. The customer claims Kathy has a rotten attitude. The customer claims Kathy accused her of being responsible for ruining her lunch. Kathy has been warned in the past about failing to conduct herself in a professional manner would result in further disciplinary action up to and including termination. Kathy will be put on notice of termination.

Management Signature: _____

L. J. J. J.

Employee Signature: _____

R.T.S.

Steward Initials: _____

D.C.

Document of conversation.mydocuments.word

KATHY HAS NOT BEEN WARNED
IN THE PAST - 9 MONTHS OF
UNPROFESSIONAL CONDUCT

CLOSED CUSTOMER CONCERN
RRDD 0246
CENTER: 6014 NAPERVILLE

Original Concern:

Date/Time: 02/03/2005 14:33
CSC Location: CCSC08/013
Confirmation #: 007MNBHYX

Caller Information:

ACCT #
(630)369-6998
BERNADINE ANDERSON -- non-preferred

Incident / Location:

SAME

RM# 201 1340 MCDOWELL RD
NAPERVILLE, IL 60563

Description:

(C1) Center Concerns - Hourly Personnel

INCIDENT DATE/TIME: 02/03/05 14:31 - GAL DRVR ON THIS RTE IS THE MOST MISERABLE PERSON SHE'S COME IN CONTACT WITH-ALWAYS COMPLAINING & BICKERING SEEMS UNHAPPY WITH HER JOB TOLD BERNADINE SHE RUINED HER LUNCH TODAY-THIS IS THE 3RD TIME SHE'S DELVD WITHIS ROTTEN ATTITUDE-DOESNT WANT HER BACK

Action Taken By CSC:

FIRST REQUEST RESPONSEPending?: ☐

Customer Notification:

☒ Telephone☐ Visit☐ No Contact Required

Contact:

Date 02/03/2005
Time 14:46

Prior Contact Attempts:

Date
Time

Date
Time

What action was taken to satisfy the Customer?:

TALKED TO MRS. ANDERSON @ 14:46 SHE SAID THAT K. LAKEBURG IS THE RUDEST PERSON SHE EVER MEET SHE SAID THAT IF SHE HAS TO CONTINUE DEL TO HER SHE WILL CANCEL WITH UPS CUST WANTS A UPDATE ON WHATS GONE TO HAPPEN

UPS Employee Involved:

LAKEBURG,K

Completed By:

D. BRANCH

Post to Employee's Record: Y

UPS 0052

June 3, 2006

In reference to my
Complaint (new # 369-0171
on 2/3/05 @ 14:46
1340 McDowell Rd.
#201

Nagerville, Ill. 60563

I did not state she was the
most miserable person that I
have come in contact with.

I am a sales associate.

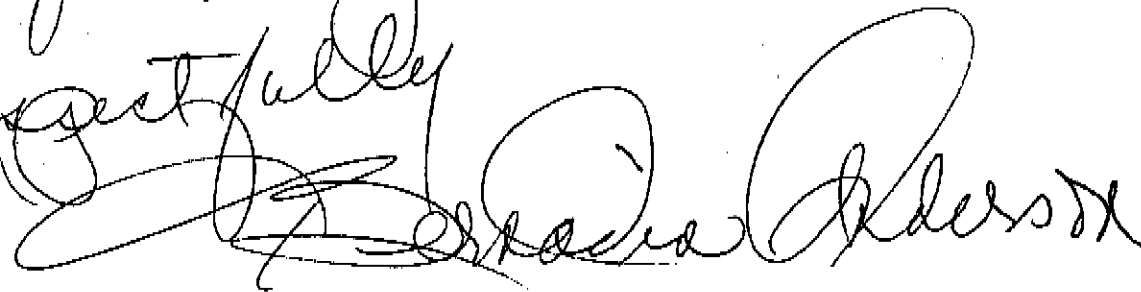
She has apologized & I
had accepted. We were
both not in the right mood
and that happens to a lot of

people at times

So my intention was
not so crucial that
she get fired - I
would prefer she have
her job since she was
nice enough to come
back & we talked it
out & both apologized
for having a bad day.

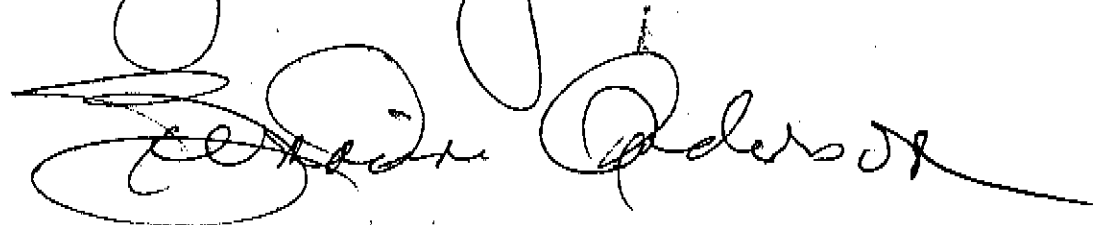
Thank you

Respectfully

Theresa Anderson

PS:

Also, I enjoy & trust
UPS for delivery & will
not charge my service.


Robert Aderson

630-267-7739
cell phone

4117 Landing Dr.

Apt. ~~10~~ 1C

Aurora, Ill. 60504

Chapeake Landing

January 6, 2005 - Document of conversation.

My actions were no different than those of other employees and I was singled out, as records show.

PLEASE NOTE: STEWART KRAHULA WAS UNAWARE
OF ANY DISCIPLINARY ACTION

F 1 9 63 7 18

S.

AV 1 1 5 17 5 4 1 1

HENDRICKSON L

325661666

FT PD E ASSIGNED

6014/1

-----WORKED HOURS-----

TOTAL AM	S&L	DBL	ON	CHK	LCL	TOTL	TOTL	OVN	CLRK	WASH	HSG	OTHER	
HOURS	HRS	HRS	TRP	ROAD	IN	SRT	DRIV	PLAN	UND	HRS	CD	CD	SPQRH
M	937	14		902	1	937	792	145					
T	949	17		932		949	792	157					
W	1171	35		1134	2	1171	948	223					
TO	1011	47		960	4	1011	803	208					
F	1042	34		1005	3	1042	799	243					
S													
AV	1022	33		987	2	1022	827	195					

TOT	TOGR	PRE	NET	1DA	2DA	1DA	TOTL	OVN
PKGS	RECD	MSD	PKGS	PKGS	PKGS	MSCM	STOP	70
14.0	67	258	258	30	20		94	
13.5	69	256	256	23	16		95	1
13.0	76	324	324	42	16		116	
13.3	69	269	269	30	20		98	2
14.4	57	280	280	28	12		112	
13.6	68	277	277	31	17		103	1

-----PICKUP-----

NET	NET	SEND	AGAIN	TOTL	TOT	RCR	HI	VAL	MSS	BEF	2:30
COD	CAL	COD	CALL	PAID	PKGS	STP	PKG	PKG	STP	STPS	PKGS
M	1	1	2	4	156	32				6	43
T		1		2	185	31				6	42
W			1	17	335	31				5	54
T	2	1	2	18	187	30				2	
F	2	1		5	213	33				9	12
S											
AV	1	1	1	9	215	31				6	30

DOUBLE	TRIP	SPECIAL	COUNTS	(MEMO	ONLY	TRAILER	DEL	&	PICKUP)
UNLD	LOAD	DELIVERY	PICKUP	WORK					
PKGS	PKGS	1	2	PKGS					
1	2	1	2	1					

LAKEBURG K

327542236

FT PD ASSIGNED

6014/1

Hendrickson
over-allowed
was she told to fill
out ~~Resume~~ ?
RESIMAPS

W/E 11/15/03
910.442 11/14/03 03:03
SUPERVISORY GROUP 2

PACKAGE CENTER WEEKLY OPERATION REPORT
STATISTICS

DISTRICT NORTH ILLINO DIST#0246
CENTER NAME NAPERVILLE SLIC 6014
PAGE 13

-----WORKED HOURS-----														-----DELIVERY-----									
TOTAL AM	S&L	DBL	ON	CHK	LCL	TOTL	TOTL	OV	CLRK	WASH	MSKG	OTHER	TOT	TOGR	PRE	NET	1DA	2DA	1DA	TOTL	OV		
HOURS	HRS	HRS	TRP	ROAD	IN	SRT	DRIV	PLAN	UND	HRS	CD	CD	SPORH	MIL	PKGS-	RECD	MSD-	PKGS-	PKGS	PKGS	MSCM	STOP	70
S																							
MO	942	17		925		942	895	47					15.7	68	288	288	25	17		113	1		
TO	1101	29		1070	2	1101	875	226					14.4	71	256	256	24	13		121	17		
NO	986	12		972	2	986	876	110					15.1	67	296	296	26	25		117			
TO	1007	27		974	6	1007	966	41					16.4	65	339	339	29	17		128			
AV	1009	21		985	3	1009	903	106					15.4	68	295	295	26	18		120			

Handwritten notes:

- Circle around 226 in the TO row, 8th column.
- Arrow pointing from the circle to the 47 in the MO row, 8th column.
- Text: "10 hour days" with an arrow pointing to the 106 in the AV row, 8th column.

10 hour days

-----PICKUP-----										DOUBLE TRIP -SPECIAL COUNTS- (MEMO ONLY-TRAILER DEL & PICKUP)										
NET NET -SEND AGAIN-				TOTL-	TOT	RCR	HI-VAL MSS		-BEF 2:30-	UNLD LOAD						-DELIVERY-	..PICKUP..		WORK	
COD	CAL	COD	CALL	PAID	PKGS-	STP	PKG	PKG	STP	STPS	PKGS	PKGS	PKGS	1	2	PKGS	STPS	PKGS	STPS	MRS.
S																				
M	3	2		4	301	32		1		4	2									
T				7	174	33	1			4	3									
W	2		1	2	228	30				4	44									
T	2			7	384	32				5	40									
AV	2	1		5	272	32				4	22									

LAKEBURG K 327542236 FT PD ASSIGNED

6014/1

-----WORKED HOURS-----													-----DELIVERY-----									
TOTAL AM	S&L	DBL	ON	CHK	LCL	TOTL	TOTL	OV	CLRK	WASH	MSKG	--OTHER--	TOT	TOGR	PRE	NET	1DA	2DA	1DA	TOTL	OV	
HOURS	HRS	HRS	TRP	ROAD	IN	SRT	DRIV	PLAN	UND	HRS	CD	CD	SPORH	MIL	PKGS-	RECD	MSD-	PKGS-	PKGS	MSCM	STOP	70
S																						
M																						
T	800	17		758	25		800	908	108-				14.8	76	580		580	12	22		111	
W	800	17		758	25		800	820	20-				12.5	71	556		556	15	16		93	
T	869	17		824	28		869	948	79-				13.2	91	530		530	8	14		106	
AV	823	17		780	26		823	892	69-				13.5	79	555		555	12	17		103	

-----PICKUP-----										DOUBLE TRIP -SPECIAL COUNTS-									
NET NET -SEND AGAIN-										(MEMO ONLY-TRAILER DEL & PICKUP)									
TOTL TOT RCR										-DELIVERY. --PICKUP.. WORK									
HI-VAL MSS -BEF 2:30-										UNLD LOAD									

DOCUMENT OF CONVERSATION

On January 6, 2005 I spoke with Kathy Lakeburg with union steward Jim Krahula present. On January 5, 2005 Kathy's over allowed hours were 3.32. She arrived back to the Addison facility at approximately 9:00pm. At that time Kathy went into the break room and took her lunch. She punched out at 9:55pm. Her total hours paid was 12.76.

I instructed Kathy she is not to exceed 11.99 paid hours in a day. She is to communicate to the center prior to 3:30pm if she will be out later than 6:38pm. In addition she was instructed to take her lunch between the third and sixth hour. I asked her to also clearly communicate to the center when she is asked a question via ODS. Failure to follow these instructions in the future may result in further disciplinary action up to and including termination.

Management Signature: _____

Employee Signature: _____

Steward Initials: _____

Document of conversation.mydocuments.word

Discrimination - Did males get write-ups
 Did clearly communicate
 Did not violate DOT regulations
 Could not take lunch - to accomplish UPS goals
 Stewart: Krahula Acknowledged not seeing the
document of Discipline

UPS 0057

DD5 In-Center - Nobleville 6014

File Maintenance CSC New Message Help

Messages from Centers and Responders

From	Route	Type	To	Message Type	Response Required	Time Sent
DIORSETH (US 02...	17E	DIAD	6014	Response		1/5/2005 15:58
HOFFMAN (US 02...	16T	DIAD	6014	Response		1/5/2005 15:53
HOFFMAN (US 02...	16T	DIAD	6014	Response		1/5/2005 15:45
HOFFMAN (US 02...	16L	DIAD	CENTER	Message		1/5/2005 15:45
LANEYER K (US ...	17D	DIAD	6014	Response		1/5/2005 15:01
LAPLURE K (US ...	17D	DIAD	6014	Response		1/5/2005 15:01
MARTINEZ (US 02...	17A	DIAD	6014	Response		1/5/2005 15:43
SHOEMAKER (US ...	84C	DIAD	DISPATCH & CENT.	Message		1/5/2005 15:45
SHOEMAKER (US ...	83C	DIAD	6014	Response		1/5/2005 15:45
SHOEMAKER (US ...	83C	DIAD	6014	Response		1/5/2005 15:01
SMALLWOOD (US ...	07D	DIAD	CENTER	Message		1/5/2005 15:51
URDIGER (US 0...	17T	DIAD	6014	Response		1/5/2005 15:00
WETWRIGHT (US 02...	20A	DIAD	6014	Response		1/5/2005 15:52

Original Message

MAKE SURE YOU COME IN CLEAN AT 810

Message

OK

In-Center Dispatching

Ready

Ctrl: 2 Assign: 1 Accept: 11 Cancel: 0 Compl: 33

System Alerts

Response: **CONNECTED** 70 DRIVERS W/OCA 1/5/05

005 In-Center - Naperville 6014

File Maintenance CSC New Message Help

Messages from Center and Responders

From	Route	Type	To	Message Type	Response Required	Time Sent
BENDER (US 0246...	07A	DIAD	6014	Response		01/05/2005 16:56
BJORSETH (US 02...	17E	DIAD	6014	Response		01/05/2005 16:55
BLANCHARD (US ...	04A	DIAD	6014	Response		01/05/2005 16:58
CASKEY (US 0246...	05A	DIAD	6014	Response		01/05/2005 16:58
CHRISTEN (US 024...	05A	DIAD	6014	Response		01/05/2005 16:58
CHRISTY (US 024...	35C	DIAD	6014	Response		01/05/2005 16:56
CRESPO (US 0246...	42D	DIAD	6014	Response		01/05/2005 16:56
DELEON (US 0246...	04C	DIAD	6014	Response		01/05/2005 16:56
DELREAL (US 024...	73A	DIAD	6014	Response		01/05/2005 16:57
DODD, S (US 0246...	07B	DIAD	6014	Response		01/05/2005 16:56
DONLEY (US 0246...	18G	DIAD	6014	Response		01/05/2005 16:58
DONLEY (US 0216...	18G	DIAD	6014	Read		01/05/2005 17:01
HAYDOCK (US 02...	00D	DIAD	6014	Response		01/05/2005 16:55
HOFFMAN (US 02...	15E	DIAD	6014	Response		01/05/2005 16:57
HOWARD (US 034...	36B	DIAD	6014	Response		01/05/2005 16:57
JOHNSON (US 024...	73D	DIAD	6014	Response		01/05/2005 16:56
KERULIS (US 0246...	21C	DIAD	6014	Response		01/05/2005 16:55
KRAHULA (US 02...	15A	DIAD	6014	Response		01/05/2005 16:56
KRAMER (US 0246...	06A	DIAD	6014	Response		01/05/2005 17:01
LAKEBERG K (US ...	17D	DIAD	6014	Response		01/05/2005 16:56
MARTINEZ (US 02...	17A	DIAD	6014	Response		01/05/2005 16:57
MCCURLEY (US 0...	14D	DIAD	6014	Response		01/05/2005 16:56
MCDONOUGH (US ...	17C	DIAD	6014	Response		01/05/2005 16:58
MITCHELL J (US 0...	18D	DIAD	6014	Response		01/05/2005 16:58
MITCHELL J (US 0...	18D	DIAD	CENTER	Message		01/05/2005 16:57

Original Message

NEED YOUR ETA BACK TO THE BLDG. DRIVE SAFE. LARRY

Message

900

In-Center Dispatching

22 Unread Messages

Ready

Ctrl: 0 Assign: 3 Accept: 7 Cancel: 0 Comp: 42

11 System Alerts

Naperville

CONNECTED

70 DRIVERS W/OCA 11:04

UPS 0061

QDS In-Center - Naperville 6014

File Maintenance CSC New Message Help

Messages from Centers and Responders

From	Route	Type	To	Message Type	Response Required	Time Sent
HOFFMAN (US 02...	18E	DIAD	6014	Response		01/05/2005 16:57
HOWARD (US 024...	3&B	DIAD	6014	Response		01/05/2005 16:57
JOHNSON (US 024...	73D	DIAD	6014	Response		01/05/2005 16:56
MORRIS (US 024E...	212	DIAD	6014	Response		01/05/2005 16:55
WRAHULA (US 02...	16A	DIAD	6014	Response		01/05/2005 16:56
KRAMER (US 024C...	06A	DIAD	6014	Response		01/05/2005 17:01
LAKEBERG-K (US ...	17D	DIAD	6014	Response		01/05/2005 17:05
LAKEBERG-K (US ...	17D	DIAD	6014	Response		01/05/2005 16:56
MARTINEZ (US 02...	17A	DIAD	6014	Response		01/05/2005 16:57
MCCURLEY (US 0...	14D	DIAD	6014	Response		01/05/2005 16:56
MCDONOUGH (US ...	17C	DIAD	6014	Response		01/05/2005 16:53
MITCHELL J (US 0...	15D	DIAD	CENTER	Message		01/05/2005 16:57
MITCHELL J (US 0...	10D	DIAD	6014	Response		01/05/2005 16:55
MORRIS (US 024B...	14C	DIAD	6014	Response		01/05/2005 16:56
RHODES (US 024E...	37D	DIAD	6014	Response		01/05/2005 16:56
ROBINSON (US 02...	05B	DIAD	6014	Response		01/05/2005 16:57
SCHWOLCH (US ...	16B	DIAD	6014	Response		01/05/2005 16:56
SENCIAL (US 024C...	73D	DIAD	CENTER	Message		01/05/2005 16:53
SHCEMAKER (US ...	99C	DIAD	6014	Response		01/05/2005 17:03
SHUTTLE (US 02...	99A	DIAD	6014	Response		01/05/2005 17:00
SHUTTLE (US 02...	99A	DIAD	6014	Response		01/05/2005 16:55
SMUGKIEWICZ (US ...	35B	DIAD	6014	Response		01/05/2005 16:56
TALSMAN (US 024E...	37D	DIAD	6014	Response		01/05/2005 16:56
THOMPSON (US 0...	15B	DIAD	6014	Response		01/05/2005 17:01
UROSTEG (US 0...	17C	DIAD	6014	Response		01/05/2005 16:53

Original Message

YOU TOLD ME 810 BEFORE. WILL YOU BE CLEAN? LARRY

Message

NO NOT AT 810

In-Center Dispatching

10 Unread Messages

Ready

CtrlAlt: 0 Assign: 3 Accept: 7 Cancel: 0 Compl: 42

System Alerts

Naperville

EOD 04/14/05

70 DRIVERS W/OCA 17:06

UPS 0064

ODS In-Center - Naperville 6014

File Maintenance CSC New Message Help

Messages from Centers and Responders						
From	Route	Type	To	Message Type	Response Required	Time Sent
LAKEBERG K (US)	17D	DAD	6014	Response	<input type="checkbox"/>	1/5/2005 16:56
LAKEBERG K (US)	17D	DAD	6014	Response	<input type="checkbox"/>	1/5/2005 16:51

Original Message

MANNY DID THE TWO PAYS DID THAT HELP YOU ETA?

Message

010

In-Center Dispatching

9 Unread Messages

Ready

Clr Assn: 0 Assign: 3 Accept: 7 Cancel: 0 Compl: 42

0 System Alerts

Naperville CONNECTED 70 DRIVERS W/OCA 1/7/04

005 In-Center Naperville 6014

File Maintenance CSC New Message Help

Messages from Centers and Responders

From	Route	Type	To	Message Type	Response Required	Time Sent
DOHLEY (US 0246...	189	DIAD	6014	Response		01/05/2005 16:53
DOHLEY (US 0246...	189	DIAD	DISPATCH & CENT...	Message		01/05/2005 17:04
HAYDOCK (US 02...	060	DIAD	6014	Response		01/05/2005 16:55
HORTMAN (US 02...	100	DIAD	6014	Response		01/05/2005 16:57
HOWARD (US 024...	300	DIAD	6014	Response		01/05/2005 16:57
JOHNSON (US 024...	730	DIAD	6014	Response		01/05/2005 16:56
KERULIS (US 0246...	212	DIAD	6014	Response		01/05/2005 16:56
KERULIS (US 0246...	212	DIAD	6014	Response		01/05/2005 17:00
KRAHULA (US 02...	16A	DIAD	6014	Response		01/05/2005 16:55
KRAMER (US 0246...	08A	DIAD	6014	Response		01/05/2005 17:01
LAKEBERG K (US...	170	DIAD	6014	Response		01/05/2005 16:55
LAKEBERG K (US...	170	DIAD	6014	Response		01/05/2005 17:05
LAKEBERG K (US...	170	DIAD	6014	Response		01/05/2005 17:09
MARTINEZ (US 02...	17A	DIAD	6014	Response		01/05/2005 16:57
MCCURLEY (US 0...	140	DIAD	6014	Response		01/05/2005 16:56
MCDONALD (US 0...	140	DIAD	6014	Response		01/05/2005 17:09
MCDONOUGH (US...	17C	DIAD	6014	Response		01/05/2005 16:58
MITCHELL J (US 0...	160	DIAD	6014	Response		01/05/2005 16:56
MITCHELL J (US 0...	160	DIAD	CENTER	Message		01/05/2005 16:57
MORRIS (US 0246...	140	DIAD	6014	Response		01/05/2005 16:56
PAWLAKOWSKI (U...	730	DIAD	6014	Response		01/05/2005 17:11
PRETE (US 024600...	187	DIAD	6014	Response		01/05/2005 17:06
RHODES (US 0246...	370	DIAD	6014	Response		01/05/2005 16:58
ROBINSON (US 02...	05B	DIAD	6014	Response		01/05/2005 16:57
SABATICA (US 02...	73E	DIAD	6014	Response		01/05/2005 17:06

Original Message

WE SENT YOU HELP. WILL YOU CLEAN? LK

Message

STILL HAD TO DO THE JOB

In-Center Dispatching

0 Unread Messages

Ready | Call: 0 | Assign: 2 | Accept: 6 | Cancel: 0 | Complete: 42 | 11 System Alerts | Naperville | CONNECTED | 70 DRIVERS W/OCA | 17:13

UPS 0063

DDS In-Center - Naperville 6014

File Maintenance CSC New Message Help

Messages from Centers and Responders

From	Route	Type	To	Message Type	Response Required	Time Sent
LAKEBERG K (US ...	170	DIAD	6014	Response	<input type="checkbox"/>	1/18/2005 16:56
LAKEBERG K (US ...	170	DIAD	6014	Response	<input type="checkbox"/>	1/18/2005 15:51

Original Message

NEED YOUR ETA BACK TO THE BLDG. DRIVE SAFE. LARRY

Message

900

In-Center Dispatching 10 Unread Messages

Ready

Crash: 0 Assignment: 3 Accept: 7 Cancel: 0 Compl: 42

System Alerts

Naperville

CONNECTED 70 DRIVERS W/OCA 17:04

UPS 0062

1/6/2005

I Kathy Lakeberg AM requested
9.5 hours days during JAN Feb
And March of 2005.

1/6/2005

I m requesting AN 8 HOUR DAY
ON Friday 1/7/2005

K. Lakeberg
Lakeberg

HRS/OT/
WAGES

Dan Beldin

Kruml Lawrence (mel1lgk)

From: Lippeth Timothy (DBB3TXL)
Sent: Wednesday, January 05, 2005 11:29 PM
To: Kruml Lawrence (mel1lgk)
Subject: LATE AIR DRIVER- LATE OHARE DRIVER -LAKEBURG LATE LUNCH OVER 12

ANNA PAWAKOSKI GOT TO THE BUILDING AT 9:30 WITH ABOUT 25 EXPRESS PACKAGES
GREG JOHNSON GOT TO OHARE 15MIN LATE ABOUT 10:00. SUE HAD ANNA GIVE GREG ALL HER REDS AND
SHE(SUE) HAD GREG GIVE ANNA ALL HIS 2DAY AND GROUND INTERNATIONAL. GREG MISUNDERSTOOD AND
GAVE ANNA EXPRESS INTERNATIONAL WITH ALL THE 2 DAY AND GROUND. ANNA GOT IN AT 9:30 PETE MIKE
AND MYSELF HAD HER UNLOADED BY 9:35. ALL THE EXPRESS MADE THE SHUTTLE

LAKEBURG GOT IN LATE AT 8:55/9:00 AND TOOK HER LUNCH IN THE BREAK ROOM PUNCH OUT AT 21:55 OVER
12
ODS MESSAGE IN YOUR DAILY RECAP

UPS 0058

Ms. Lang's letter. January 5, 2005

This letter has false accusations. I have never stuck a delivery notice under a mat. I have no other complaints from tenants at this complex. Feb. 2001-Dec. 2004. I have a compliment letter. On one occasion, Ms Lang walked up to the UPS vehicle in the apartment complex parking lot. She asked if there was a delivery for her. In fact, there was not that day. Ms Lang would never have to chase the truck down the block. This leasing office has always accepted packages for tenants. During Christmas peak I did bring a package to her door. Ms Lang signed for it. On February 21, 2005 I rang Ms Lang's doorbell 6 times. All supervisors Lisa, Theresa, Gary, and Glenn Schmidt failed to tell me of this letter. I found this letter in my employment file. I was not informed of this letter by a union steward or supervisor. If UPS takes complaints seriously, Why was I not informed. I was able to view this after July 8, 2005. The date I received my file. This letter contains false defamatory information and needs to be expunged.

Please

Note: Customers have phoned it false complaints.
Letter of praise for good service

Glen Schmidt
Manager
UPS
150 South Lombard
Addison, IL 60101

January 5, 2005

Dear Glen:

I am writing you because of the unfortunate incidents that I have been experiencing with my delivery driver Kathy. I have had three incidents in the past month that I need to address to you. They have been on the following dates:

December 15, 2004-Called Spoke with Lisa

December 23, 2004-Called Spoke with Lisa, Theresa, & Gary

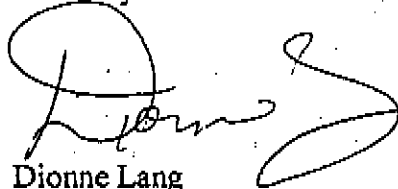
December 29, 2004-Called Spoke with Lisa, Theresa, & Gary

In each incident the delivery driver had not brought my packages to my door. What Kathy does is write notices of deliveries and places them on the door. She doesn't bring the packages like she should to the door and ring the door bell. Instead she right's up delivery ticket's and then she places them under the door mat (as if anyone looks there for them) or puts them on the door, takes all of the packages to the leasing office instead. When someone ships a package per UPS they are paying for a service. They are paying to have that delivered to their door. Kathy doesn't do her job. She takes all of the packages to the leasing office where I live and dumps her duties off on the manager and the leasing office. I live in a community of 300 apartments. Everyone over here complains about the UPS driver. I my self have spent more than 3 hours on the phone with UPS to complain about Kathy. I work from home; I am here every day to accept my packages. I see her put notices on the door and scurry away; I have to chase her down the block to get my package from her. This lady needs to be supervised and she needs to be refreshed about what her job is all about. I have asked all my vendors not to use UPS and I will continue to do so. Instead I have asked my Vendor's to use the US Postal Service and also FED EX whenever possible. If Kathy doesn't like her job, and if she doesn't want to do her job, she needs to find another one, because I certainly do not need to be spending my time writing and calling to complain about her!!!

Please note that the office manager at the complex where I live has also called in complains in regards to this driver and her bad habits.

Thanking you in advance for your time, and hoping that your driver will get some help!

Sincerely:



Dionne Lang

UPS 0053

Therese R. Young

1636 Brookdale Road Apt 23

Naperville, IL 60563

July 18, 2005

Dear Sir or Madam:

I am a tenant that resides in the Brookdale Village apartment complex, which is located in Naperville, IL. I have lived here since 2002 and have since received numerous packages delivered by the UPS Company. This is why it pained me to learn that my previous driver, Kathy Lakeburg, had been fired. I did take notice that earlier this year I started having my packages delivered by an equally wonderful young lady and it did puzzle me as to what happened to my previous driver as I tend to form customer service bonds with the service men and women who work with and for me. Ms. Lakeburg has always been a very courteous and good driver. She has always greeted me with a smile and a genuine friendliness that I do not always receive from people in the customer service industry. If I was not able to meet her at the entrance of our apartment complex, she was always very happy to deliver my packages all the way upstairs to my apartment door which is very convenient for me seeing that I have four small children. On days that were very unpleasant due to extreme cold or just bad weather in general, Ms. Lakeburg would again, greet me with a smile, the same smile that she gave me on the days that were pleasant. Around Christmas time, when there is such a high level of delivery activity taking place due to the season, Ms. Lakeburg was still very courteous even though she had been working the busy schedule that is associated with the madness that characterizes the Christmas season. I believe that the firing of Ms. Lakeburg is a very large loss for the UPS Company and that the management has made a great mistake in letting her go. While Ms. Lakeburg's replacements are very comparable in service to her and are equally pleasant, it would do my heart good to know that Ms. Lakeburg was placed back on my UPS route. She was a great delivery person and I believe that her being fired was a great injustice that should be further investigated. I have not had any problems with her and I can't imagine, based upon the rapport that she had built with me over the years that she could have intentionally caused any problems that would warrant her relief from the job she so greatly loves.

Sincerely,

Therese R. Young
Therese R. Young
A Concerned Patron

I WAS Brought to my Attention that
NAME WAS USED IN A COMPLAINT ON
UPS DRIVE SOMETIME AGO SINCE I
OVER THE SHIPPING DEPARTMENT - APPROX
6 AGO IT WAS NOT ME IT IS POSSIBLE
A FORMER EMPLOYEE USED MY NAME
YOU HAVE ANY QUESTIONS, PLEASE CALL
AT 630 388 1675

Robert Bruce Entwistle
Signed

I GAVE THE LEGIBLE COPY TO Kruml ↑
I PREVIOUSLY GAVE STEWARD McDONOUGH
A LETTER FROM ZUKE COMPUTER APPOLIGIZING
THAT A FALSE COMPLAINT WAS MADE AGAINST ME
TO MANAGER ZIMMERMAN AROUND 2001
NOT FOUND IN EMPLOYMENT FILE

Concern 005LYR836, 7/19/04

The customer at the address was not home and left a note to leave delivery at the neighbor's, who also was not home.

The package was a third attempt and was returned as company policy requires. The clerk on duty was notified and delivery was rescheduled for the next deliverable day. I spoke personally to the clerk and notified him that the customer needed the package, and that it would be redelivered the next day, because neither the customer nor his neighbor were home.

When I spoke to the supervisor, Sue, I told her about the package. She assumed that it was belted. It was not, the clerk failed to put it out for delivery, not being my fault.

CLOSED CUSTOMER CONCERN

RRDD 0246

CENTER: 6014 NAPERVILLE

***** URGENT *****

Original Concern:

Date/Time: 07/19/2004 19:30

CSC Location: CCSC01/745

Confirmation #: 005LYR83G

Caller Information:

ACCT #

(630)717-8215

SUE DORAN -- non-preferred

1608 WHITLEY RD

NAPERVILLE, IL 60563

Incident / Location:

SAME

Jdy
7/20/04

Description:

(H1) 2nd Request - Delivery Change Request

INCIDENT DATE/TIME: 07/18/04 18:29 - TKR#121836920371306306. CUST CALLED ABOUT PKG THAT WAS ALT ADDRS ON 7/16 BEFORE 7PM. THE PKG SHOULD HAVE BEEN DLVRD TO ALT ADDRS 7/19. CUST IS UPSET AND WANTS TO KNOW WHY PKG WAS NOT DLVRD TODAY, PLEASE CALL TO DISCUSS AND TO RESOLVE.

Action Taken By CSC:

FIRST REQUEST RESPONSE

Pending?: _

Customer Notification:

☒ Telephone☐ Visit☐ No Contact Required

Contact:

Date 07/19/2004
Time 19:50

Prior Contact Attempts:

Date
TimeDate
Time

What action was taken to satisfy the Customer?:

CALLED CUST. SHE SAID NO NOTICES WERE GIVEN AND THAT LAKEBURG GAVE A FINAL NOTICE ON FRIDAY. THERE WAS A NOTE TO DELIVER TO THE NEXT DOOR NEIGHBORS HOUSE, BUT NEVER WAS. PKG COULD NOT BE FOUND FROM FRIDAY'S, DUE TO THE PKG BEING BELTED. TOLD CUST SHE WOULD GET HER PKG DELIVERED TOMORROW.

UPS Employee Involved:

LAKEBURG,K

Completed By:

philippe gardner

Post to Employee's Record: Y

Concern 001KWWVPV, 7/19/04

Preloader placed a golf club, meant for Pebblewood, with the clubs to be delivered to Golf Discount. Package delivered the same day correctly.

PLEASE NOTE: MY ACTIONS WERE NO DIFFERENT
FROM OTHER EMPLOYEES ~~AS~~ AS THE
ATTACHED DOCUMENT SHOWS I CORRECTED
A MISDELIVERY FOR ROSS

CLOSED CUSTOMER CONCERN

RRDD 0246

CENTER: 6014 NAPERVILLE

***** URGENT *****

Original Concern:

Date/Time: 07/19/2004 10:08

CSC Location: CCSC02/752

Confirmation #: 001KWWVPV

Caller Information:

ACCT # 00005Y78Y1

(630)355-5353

CHRISTOPHER BENSON ~ non-preferred

GOLF DISCOUNT

1636 N AURORA RD

NAPERVILLE, IL 60563

Incident / Location:

SAME

Description: (D2) Delivery - Mis-Delivery

INCIDENT DATE/TIME: 07/19/04 10:04 - 1Z4377450346763752, 07/14/04 10:34 MIKE SCHOBEL RECEPTION, PKG MIS DEL TO:
1636 N AURORA RD NAPERVILLE IL 60563. ADD ON PKG IS: 1620 PEBBLEWOOD LANE #128 NAPERVILLE IL 60563. WANTS
PKG PU AND DEL TO CORR ADD.JV

Action Taken By CSC:

FIRST REQUEST RESPONSE

Pending?: _

Customer Notification:

☒ Telephone☐ Visit☐ No Contact Required

Contact:

Date 07/19/2004
Time 10:15

Prior Contact Attempts:

Date
TimeDate
Time

What action was taken to satisfy the Customer?:

CALLED CUSTOMER APOLOGIZED FOR ANY INCOINVENIENCE LET HIM KNOW KATHY WILL BE BY TO PU AND
~~DELIVER TO THE CORRECT ADDRESS TO~~

UPS Employee Involved:

LAKEBURG,K

Completed By:

N. SCALZO

Post to Employee's Record: N

UPS 0072

Searched Inquiry Number: 1Z2044060305948638		Tracking Number: 1Z2044060305948638		Service Level: GROUND	
Associated Tracking Numbers:					
<div style="text-align: center;"><input type="button" value="Search"/> Select an Associated Tracking Number and click on Search to execute the search</div>					
Delivery Address: 2711 SHERIDAN CT NAPERVILLE IL 60563 UNITED STATES		Type: DELIVERED	Date: 06/28/04	Time: 13:27	
Delivery Status: PACKAGE WAS DRIVER RELEASED		Received By:	Location: FRONT DOOR	Late Air Reason:	
Shipper Name: SAS INSTITUTE- PO#10584		Shipper Number: 204406		Stop Type: RESIDENTIAL	
Package ID:		Package Weight: 0.00		Saturday Delivery Charge: NO	
Remarks:					
<div style="border: 1px solid black; height: 100px;"></div>					
Original Receiver:		Reason:			
Return Address:					
<div style="border: 1px solid black; padding: 5px;"><div style="display: flex; justify-content: space-between;"><div><div style="border: 1px solid black; border-radius: 50%; padding: 2px;">Monetary</div><div>No monetary information available</div></div><div><div style="border: 1px solid black; border-radius: 50%; padding: 2px;">DIAD Detail</div></div></div><div style="display: flex; justify-content: space-between;"><div>Name: ROSS</div><div>Driver ID: 47454</div><div>Vehicle Number: 132774</div></div><div style="display: flex; justify-content: space-between;"><div>Data Source: DCS</div><div>DIAD ID: 0V1/UGJ</div></div><div style="display: flex; justify-content: space-between;"><div>Defined Area: 1701</div><div>SLIC/Location: 6014 / ADDISON-NAPERVILLE IL US</div></div><div style="display: flex; justify-content: space-between;"><div>Upload Date/Time: 06/28/04 17:58</div><div>Stored Date/Time: 06/28/04 18:06</div></div><div style="display: flex; justify-content: space-between;"><div>Stop Number: 77</div><div>Total Delivery Stop Count: 97</div><div>Packages at Stop: 1</div></div></div>					

Copyright © 2000-2004 UPS, Inc. All Rights Reserved.

copy of misdelivery (make-ross)
package belonged to McCLEAN
I redelivered it for Ross to 2711 McCLEAN

Concern 005LY8HT1, 7/16/04

When attempted delivery, the store was closed. When contacted that they were in and open for business, I delivered the parcel within 5 minutes.

Customer has, in the past, apologized for not opening the store on time.

PLEASE NOTE: MY ACTIONS WERE NO DIFFERENT
~~than~~ those of other employees AND I
WAS SHOT OUT AS THE AIR REPORT SHOWS

CLOSED CUSTOMER CONCERN

RRDD 0246

CENTER: 6014 NAPERVILLE

***** URGENT *****

Original Concern:

Date/Time: 07/16/2004 11:05

CSC Location: CCSC09/298

Confirmation #: 005LY8HT1

Caller Information:

ACCT #

(630)416-7011

STEVE PETRY -- non-preferred

SUIT BANK

RM# SB 1550 N ROUTE 59

NAPERVILLE, IL 60563

Incident / Location:

(630)416-7011

STEVE PETRY

SUIT BANK

1550 N ROUTE 59

NAPERVILLE, IL 60563

Description: (D4) Delivery - Delivery Time

INCIDENT DATE/TIME: 07/16/04 09:47 - 1Z23023X0141272714. ETT SHOWS 07/16/04 09:47 CLOSED 1. CNEE SAID THAT THERE BUSINESS HOURS ARE POSTED ON THE DOOR. THIS PKG IS NEEDED URGENTLY. CNEE REQING REDELIVERY TODAY 7/16/04. PLS CALL TO CONFIRM DELIVERY WILL BE MADE. THANK YOU

Action Taken By CSC:

FIRST REQUEST RESPONSE

Pending?: _

Customer Notification:

☒ Telephone☐ Visit☐ No Contact Required

Contact:

Date 07/16/2004
Time 11:35

Prior Contact Attempts:

Date
TimeDate
Time

What action was taken to satisfy the Customer?:

CALLED THE CUSTOMER AND LET THEM KNOW THAT THE DRIVER WILL BE BACK TO DEL. IN 5MIN

UPS Employee Involved:

LAKEBURG,K

Completed By: M. KASPER

Post to Employee's Record: N

SLIP: 6014
 REGION: 02
 DISTRICT: 46

AIR EXCEPTION REPORT

DELIVERY DATE: 12/03/03

Print Date: 12/03/03

Print Time: 21:17

Page:

Rate Au
Write up on computer

SHR DRIVER	DATE REASON	ADDRESS	SRV LABEL	DEL TIME	CMT TIME	GI POSITION
1 JENSEN	Other	2635 NEWTON AVE NAPERVILLE 60564	1DA 1Z13E5060101212890	15:17	10:30	DR FRONT DOOR

Driver Summary: JENSEN

Commit Times	08:00	10:30	12:00	15:00
Missed Pkgs	0	1	0	0

Left Building 08:45

Total	Commit Time Totals	Stops	Pkgs
1	1	1	1

KRAHULA Rm:104
 869 BENEDETTI DR
 NAPERVILLE 60563

1DA 1ZAB329V0142353737

869 BENEDETTI DR
 NAPERVILLE 60563

1DA 1ZA8329V0142353737

Driver Summary: KRAHULA

Commit Times	08:00	10:30	12:00	15:00
Missed Pkgs	0	0	0	0

Left Building 08:30

Total	Commit Time Totals	Stops	Pkgs
0	14	14	14

MARTINEZ 833 N WASHINGTON ST
 NAPERVILLE 60563

1DA 1Z1E59780141239864
 1DA 1Z1E59780141239864
 1DA 1ZRF83822473127284
 1DA 1ZRF83822473127284

09:11 10:30 Not Ready 1
 14:45 10:30 NORM
 09:11 10:30 Not Ready 1
 14:45 10:30 NORM

Driver Summary: MARTINEZ

Commit Times	08:00	10:30	12:00	15:00
Missed Pkgs	0	0	0	0

Left Building 08:30

Total	Commit Time Totals	Stops	Pkgs
0	21	31	31

MCDONALD Rm:293 Fl:2
 Other 40 SHUMAN BLVD
 NAPERVILLE 60563

1DA 1Z5X097X0101166310

15:35 10:30 MARCIANO

Driver Summary: MCDONALD

Commit Times	08:00	10:30	12:00	15:00
Missed Pkgs	0	1	0	0

Left Building 08:30

Total	Commit Time Totals	Stops	Pkgs
1	25	46	46

OWENS Rm:1
 Req Late 1284 RICKERT DR
 NAPERVILLE 60540

1DA 1Z40A2R00176536352

10:31 10:30 MENON

3008 SEILER DR
 Req Late NAPERVILLE 60565

1DS 1Z1836921311435162

15:07 15:00 ELIZONDO

Driver Summary: OWENS

Commit Times	08:00	10:30	12:00	15:00
Missed Pkgs	0	0	0	0

Left Building 08:50

Total	Commit Time Totals	Stops	Pkgs
0	6	14	14

PENDLETON 905 POTOMAC AVE
 Other NAPERVILLE 60565

1DA 1Z6777140120079996

14:22 10:30 DR FRONT DOOR

Driver Summary: PENDLETON

Commit Times	08:00	10:30	12:00	15:00
Missed Pkgs	0	1	0	0



Left Building 08:30

Total	Commit Time Totals	Stops	Pkgs
1	8	10	10

SLIC: 1 6914
 REGION: 02
 DISTRICT: 46

AIR EXCEPTION REPORT
 DELIVERY DATE: 12/03/03

Print Date: 12/03/03
 Print Time: 21:12
 Page: 2 of 5

SUB DRIVER	DATE REASON	ADDRESS	SRV LABEL	DEL TIME	CMT TIME	DISPOSITION
1	RECCHIA Other	1450 E CHICAGO AVE NAPERVILLE 60540	1DA 129167280162723372	10:32	10:30	Closed 1
Driver Summary: RECCHIA			Left Building 08:45	Total	Commit Time Totals	
Commit Times : 08:00 10:30 12:00 15:00				1	7	7
Missed Pkgs : 0 1 0 0						
ROSS		Rm:104 618 S RTE 59 NAPERVILLE 60540	1DA 126734700151859382 1DA 126734700151859382			
Driver Summary: ROSS			Left Building 08:35	Total	Commit Time Totals	
Commit Times : 08:00 10:30 12:00 15:00				0	20	26
Missed Pkgs : 0 0 0 0						
WALKER		10740 ROYAL PORTHCRAWL DR NAPERVILLE 60564	1DA 121189932441879965 1DA 121189932441879965			
Driver Summary: WALKER			Left Building 08:40	Total	Commit Time Totals	
Commit Times : 08:00 10:30 12:00 15:00				0	7	7
Missed Pkgs : 0 0 0 0						
Supervisor Group 1 Summary:				Total	Commit Time Totals	
Commit Times : 08:00 10:30 12:00 15:00				4	269	453
Missed Pkgs : 0 4 0 0						
2	BELL Other	2800 WINDSOR DR LISLE 60532	1DA 120781E52210502220	16:49	10:30	Moved
Driver Summary: BELL			Left Building 08:28	Total	Commit Time Totals	
Commit Times : 08:00 10:30 12:00 15:00				1	13	15
Missed Pkgs : 0 1 0 0						
BJORSETH	Req Late	SEARS ON LINE 1835 FERRY RD NAPERVILLE 60563	1DA J1531305417	10:54	10:30	KNOLL
Driver Summary: BJORSETH			Left Building 08:44	Total	Commit Time Totals	
Commit Times : 08:00 10:30 12:00 15:00				0	2	5
Missed Pkgs : 0 0 0 0						
DERUDDER	Req Late	2134 LILIAN CT LISLE 60532	1DA 1274W6A92440299560	11:25	10:30	DR FRONTDOOR
MA			1DA 12WA85580112402180	09:56	10:30	Not In 1
4100 S RTE 53 LISLE 60532			1DA 12WA85580112402180	12:22	10:30	VP
JOBSITE			1DA 1ZA91W110140768129	09:56	10:30	Not In 1
4100 S RTE 53 LISLE 60532						

CAME BACK

Concern: 005LKT1VR 07/16/2004

Four to eight people use the same entry way to the apartment complex. It is reasonable to believe someone could have taken the delivery notice. From February 2001-July 2004 the route consisted of 5 or more apartment complexes. This is the first complaint I've gotten. I received no proof the delivery notice was not scanned.

PLEASE NOTE: THIS IS THE FIRST COMPLAINT
FROM A CUSTOMER FOR A DELIVERY NOTICE
FROM FEB. 2001 - MARCH 2005

CLOSED CUSTOMER CONCERN
RRDD 0246
CENTER: 6014 NAPERVILLE

Original Concern:

Date/Time: 07/16/2004 14:35
CSC Location: CCSC08/013
Confirmation #: 005LKT1VR

Caller Information:

ACCT #
(630)400-5261
JILL ADAMEK -- non-preferred

Incident / Location:

SAME

RM# 203 1551 RAYMOND DR
NAPERVILLE, IL 60563

Description: (D3) Delivery - SERVICE NOTICE

INCIDENT DATE/TIME: 07/16/04 14:34 - DOESNT HAVE TRKING # AVAIL BUT NEEDS DRVR TO LEAVE A NOTE IF PKGS ARE GOING TO BE TAKEN TO THE COMPLEX OFFICE. SHE SAID THE OFFICE IS CONCERNED TOO-

Action Taken By CSC:

FIRST REQUEST RESPONSE

Pending?: _

Customer Notification: ☒ Telephone ☐ Visit ☐ No Contact Required

Contact:	Date 07/16/2004	Prior Contact Attempts:	Date	Date
	Time 03:35		Time	Time

What action was taken to satisfy the Customer?:

I TALKED TO JILL -- I TOLD HER THAT THE DRIVER WILL LEAVE A NOTE IF THE PKGS WILL BE LEFT AT THE COMPLEX OFFICE. THE DRIVER WILL BE TALKED TO BE A SUPERVISOR ABOUT LEAVING NOTES FOR CUSTOMERS.

UPS Employee Involved: LAKEBURG,K
Post to Employee's Record: Y

Completed By: MONIKA MILEWSKA

provide proof of
unsearched note

UPS 0069

Chantecleer Lakes

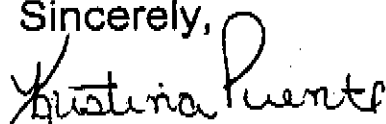
April 18, 2005

To whom it may concern,

I have been the Property Manager of Chantecleer Lakes for the past five years during which time Cathy has been the UPS driver. She has been nothing but courteous and professional when dealing with my staff & myself. Recently her & I had a conversation regarding some residents that had filed complaints against her. It was interesting to hear from her that these same residents are residents I have on going issues with & are high maintenance residents.

In this business I have come to realize that you can not please everyone no matter how hard you try. It would be a shame for someone to loose their job over people who carry a black cloud around with them.

Sincerely,



Kristina Puente
Property Manager

1550 Raymond Drive
Naperville, IL 60563
630-357-1632

Concern 005LXT7J7, 7/15/04

The address label was hand-written, not typed, and the eight looked like a six. That only made sense since there is no 848 Beaver. The addresses end in the 700's.

The package was retrieved and redelivered with the correct address.

*PLEASE NOTE: My ACTIONS WERE NO DIFFERENT
than other employees AS THE ATTACHED
LETTER SHOWS*

CLOSED CUSTOMER CONCERN

RRDD 0246

CENTER: 6014 NAPERVILLE

***** URGENT *****

Original Concern:

Date/Time: 07/15/2004 14:39

CSC Location: CCSC08/845

Confirmation #: 005LXT7J7

Caller Information:

ACCT #

(630)778-6127

DAVID MILLER - non-preferred

Incident / Location:

SAME

648 BEAVER CT
NAPERVILLE, IL 60563

Description: (D2) Delivery - Mis-Delivery

INCIDENT DATE/TIME: 07/15/04 14:39 - 1ZE3855E0344273633-MISDEL TODAY 7/15/04 TO 648 BEAVER CT NAPERVILLE IL 60563
AND THE CORR ADD IS 848 BAYER RD NAPERVILLE IL 60563

Action Taken By CSC:

FIRST REQUEST RESPONSE

Pending?: _

Customer Notification:

x Telephone

_ Visit

_ No Contact Required

Contact:

Date 07/15/2004
Time 04:10

Prior Contact Attempts:

Date
TimeDate
Time

What action was taken to satisfy the Customer?:

DRIVER WILL GO BACK TO 648 BEAVER CT AND P/U PKG—I TRIED CALLING DAVID, BUT NO-1 ANSWERED—
DRIVER SHOULD DEL PKGS KEEPING A BETTER EYE OUT ON ADDRESS'S—DRIVER WILL BE TALKED TO

UPS Employee Involved: LAKEBURG,K

Completed By: MONIKA MILEWSKA

Post to Employee's Record: N

To Whomever it may Concern,

I live in La Grange Park. Last year the UPS driver left packages at my door. They were not mine. My House is 803 and the packages were for 603. It was dark and 6.8 & 0 look a lot alike, so an easy mistake.

I called the people they were for and they come and got them. ~~No Big Deal!~~ I could have

called UPS and had them come and pick them up. Would that driver had been in trouble?

I hope not. People make mistakes.

I see the truck go by here just about every day in Rain, Sleet, snow, ice, cold, heat and any thing else that come along. Some times its well into the evening when I see him. This has to be a high stress job.

Mrs Lohmeyer
803 N. Stone
La Grange Park, IL

Concern 3/5/04 005L9RFLB

Bottom portion of the concern reads :Driver always asks the employees to
Bring packages in for her."

See letter:Roadmasters

PLEASE NOTE: CONCERN WAS COMPLETED BY SCOTT

ROADMASTER TIRE AND SERVICE GROUP

Corporate Office: 275 East Ogden Avenue • Naperville, Illinois 60563 • Tel. 630-355-3210 • Fax 630-355-3230

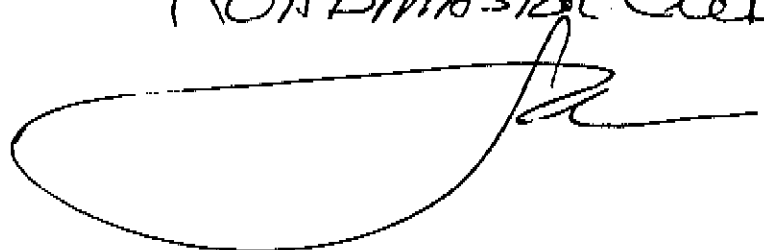
To Whom It May Concern,

KATNY WAS OUR UPS DRIVER SINCE I TOOK OVER MANAGEMENT OF ROADMASTER GOODYEAR 2 YEARS AGO. KATNY HAS ALWAYS BEEN VERY FRIENDLY AND EFFICIENT! I'VE OFFERED TO HELP WITH HEAVIER PACKAGES - BUT WAS TOLD THAT'S HER JOB! SHE IS A DEFINIT ASSET TO UPS

Sincerely,

TIM MADURA

ROADMASTER GOODYEAR



OPEN CUSTOMER CONCERN
RRDD: 0246
NAPERVILLE 6014

***** URGENT *****

Original Concern:

Date/Time: 03/05/04 12:50
CSC Location: CCSC04/518
Confirmation #: 005L9RFBL

Caller Information:

ACCT # 0000E62440
(630)268-2800
MARY EVERTS
ENTERNET
RM# 470 2400 ODGEN AVE
LISLE, IL 60532

Incident Location:

SAME

Description: (P1) Pickup - Scheduled Daily Pickup

Incident Date/Time: 03/04/04 16:15 - DAILY P/U CUST E62440 DID NOT RECEIVE DAILY P/U
WANTS TO TALK TO SOMEONE ABOUT SITUATION PLEASE GIVE A CALL BACK//MA

Action Taken by the CSC:

Air Qty:1;Ground Qty::Cust Wait Time:06:00 PM;Customer Close Time:05:30 PM

0

Pending?: ___

FIRST REQUEST RESPONSE

Customer Notification: ☒ Telephone ☐ Visit ☐ No Contact Required

Contact:	Date	03/05/04	Prior Contact Attempts:	Date	Date
	Time	13:30		Time	Time

What action was taken to Satisfy the Customer?:

CALLED CUST, APOLOGIZED FOR INCONVENIENCE. DIAD QUERY SHOWS P/U WAS TOO EARLY. PKG MISSED
WAS NDA--PER SUP, UPGRADE TO SAT. ALSO STATES DRIVER NEVER SIGNS PRINTOUT & DRIVER
ALWAYS ASKS THE EMPLOYEES TO BRING IN PKGS FOR HER. TOLD HER I WOULD NOTIFY SUP.

? NO

UPS Employee Involved: LAKEBURG, K
Post to Employee's Record?: Y

Completed By: SCOTTI

Spoke w/ Kathy.

Pesa Hendrickson present.

*Picked up pkg early (11:15). Did not go back for regular
3:30 pm. Assumed they had nothing going out. Kathy
understands NO P/U's will be made prior to 230
unless authorized and/or indicated on DIAD.*

UPS 0081

Stop Detail

Account Information

ENTERNET DIV OF INTERIM S E62440
 Rm 470
 2400 OGDEN AVE
 LISLE 60532

Detailed Stop Information

Scheduled Pickup
 Scheduled Time: 1530
 Phone Num: 630-268-2800
 Closing Time: 1700
 Pickup Point: FRONT
 Area: 3601

Stop Information

Stop Time: 11:15
 Svc Provider: LAKEBERG KATHY
 Dispatch: 099BLS
 Stop Number: 37

Package Information

Total Pkgs: 1

Type /	Tracking Number	Status
GND	1ZE624400341771951	Picked Up

- * - Multiple 1Z labels
- A - Address Correction in DIAD
- @ - Adult Sig Required - Non-Barcoded
- S - Signature Required - Non-Barcoded

Package Detail

Service Provider

Print

Help

Cancel

Concern: 001JXMPHM 05/12/04 DOC; 5/14/04

A concern that states POST TO EMPLOYEES RECORD- NO
Was written up for disciplinary action. A 3 day suspension-reduced to a written.
The correction was made in 10 minutes time. Kruml stated I inconvenienced 2 customers.
"The customer at Lanley had to wait for their delivery." There was no commit time on
the ground package. The resident at Langley address may or may not have been home.
The
Package was driver-released to the front door.

*PLEASE NOTE: MY ACTIONS WERE NO DIFFERENT
THAN OTHER EMPLOYEES I WAS SINGLED OUT.
SEE ATTACHED LETTER FROM CUSTOMER AFTER
I FOLLOWED UP ON HIS MISDELIVERY BY A
CO-WORKER.*

I live at 620 Beaver, Naperville. I called the UPS office. They said my package was delivered to the wrong address. I told UPS to tell that guy to go get my package and bring it to the right house. The company mailed another box, approximately months afterwards. A person brought a box over to me that was left at his house. I refused this box and gave it to Kathy since the company had sent a new box to me.

Uite Liberate

Uite DENATIE

630 548 2522

DOCUMENT OF CONVERSATION

On 05/14/04, I spoke with Kathy Lakeburg regarding improper driver release and mis-delivered packages.

Pam Treadwell
~~Dany Ceseretti~~

union steward was present. We discussed proper driver release methods. One package was misdelivered to 1622 Colfax Court, Naperville, IL 60563. The package should have been delivered to 1023 Langley Naperville, IL 60563. She has been re-certified on proper driver release methods. Due to her inability to follow methods, Kathy will be suspended for three days. She understands if the procedures and methods are not followed further discipline will occur.

Management Signature: _____

L. T. S.

Employee Signature: _____

R. T. S.

Steward Initials: _____

BP

Document of conversation.mvdocuments.word

Pictures filed in driver followup file. Warning letter and write up in employee file.

*Reduced to written
 warning. Understands that
 future failure to adhere
 to methods will result
 in disciplinary action.*

L. T. S.

W. T. S.

*Kroml
 Kroml chooses
 Danyl as my rep*

CLOSED CUSTOMER CONCERN

RRDD 0246

CENTER: 6014 NAPERVILLE

***** URGENT *****

Original Concern:

Date/Time: 05/12/2004 12:53

CSC Location: CCSC07/CWA

Confirmation #: 001JXMPHM

Caller Information:

ACCT #

- non-preferred

Incident / Location:

SAME

Description: (D2) Delivery / Mis-Delivery

INCIDENT DATE/TIME: 05/12/04 12:51 - 1Z0834170370280758. THIS PKG WAS DEL TO 1622 COLFAX COURT NAPERVILLE IL 60563. IT WAS ADR TO NADINE ROSKENS 1023 LANGLEY CIR. NAPERVILLE IL 60563. CUST STATES PKG IS RIPPED AND SHE WANTS IT PU FROM HER PORCH TODAY. NO GUAR.

Action Taken By CSC:

FIRST REQUEST RESPONSE

Pending?: ☐

Customer Notification:

☒ Telephone☐ Visit☐ No Contact Required

Contact:

Date 05/12/2004
Time 13:07

Prior Contact Attempts:

Date
TimeDate
Time

What action was taken to satisfy the Customer?:

SENT A MSG. TO THE DRIVER TO P/U AND REDEL. AND SHE ANSWERED BACK THAT SHE ALREADY TOOK CARE OF THE PROBLEM

UPS Employee Involved:

LAKEBURG, K

Completed By: M. KASPER

Post to Employee's Record: N

Post to employees RECORDS NO
 PHONED AT 12:51
 TIME 13:07 - INCIDENT IS
 already resolved

UPS 0076

Tracking Number: 120834170370280758
Service Level: GROUND

Search Results:

Package is Part of a Shipment.

Type	Shipper #	Address/Location	Date	Time	Status	
DEL	083417	1023 LANGLEY CIR NAPERVILLE IL 60563 US	05/12/04	13:05	DR RELEASED	FRONT DOOR
SCAN		6039 /ADDISON,IL US	05/12/04	06:36	OUT FOR DEL	
SCAN		6039 /ADDISON,IL US	05/12/04	01:35	ARRIVAL SCAN	
SCAN		6069 /JEFFERSON ST,IL US	05/12/04	00:42	DEPARTURE	
SCAN		6069D/JEFFERSON ST,IL US	05/11/04	12:50	LOCATION	
SCAN		6069 /JEFFERSON ST,IL US	05/11/04	10:20	ARRIVAL SCAN	
SCAN		0709 /MEADOWLANDS,NJ US	05/08/04	04:08	DEPARTURE	
SCAN		0709 /MEADOWLANDS,NJ US	05/07/04	22:41	ARRIVAL SCAN	
SCAN		0899 /EDISON,NJ US	05/07/04	21:52	DEPARTURE	
SCAN		0899T/EDISON,NJ US	05/07/04	19:52	ORIGIN SCAN	
MANIF	083417	/US	05/07/04	18:50	BILLING INFO	

Copyright © 2000-2004 UPS, Inc. All Rights Reserved.

AND AT 13:05
THE PACKAGE IS DELIVERED
TO FRONT DOOR AT 1023
LANGLEY

X EXAGGERATION BY Kruml
WITH INTENT TO INFLECT
EMOTIONAL DRESS.

UPS 0078



EMPLOYEE NAME		KATHRYN M. LARSEN		WORK LOCATION		0246 PKG 6014		CHECK NO.		0000427408	
EMPLOYEE ID		0102160		TAX ID		XXX-XX-2236		FEDERAL STATUS		S 03	
PERIOD END		06/12/2004		TOTAL EARNINGS		1,103.50		TOTAL TAXES		258.43	
EARNINGS STATEMENT		EARNINGS		RATE		HOURS		GROSS PAY		TAXES	
DESCRIPTION		RATE		HOURS		GROSS PAY		TAXES		DEDUCTIONS	

REGULAR 24.58 32.00 786.72
 OVERTIME 24.58 7.99 294.65
 PROD BONUS 36.87 0.60 22.13
 CURRENT TOTALS 1,237.22 32,964.21

FICA 68.42
 FICA MEDICARE 16.00
 FEDERAL TAX 143.71
 ST TAX - IL 30.30
 TOTALS 258.43

401K DED 5
 UNION DUE 15.25
 TOTALS 70.43

VAC 200.00- H OPD 16.00 H OPW 50.00 H

Served suspension
 week of June

only driver to
 serve suspension
 for misdeed

Document of Conversation; 1/13/03-1/13/04
Concern; 001KZ24F60

Kruml placed a disciplinary notice in my file. I corrected the misdelivery.
Both companies ordered similar boxes from Office Max, they had similar
Names and suite numbers.
The delivery was corrected.

As humans we are capable of error. Note; kruml's document has an error- the
wrong date. 1/13/03. The error took place on 1/13/04.

*PLEASE NOTE: Kruml's error on "DOC"
CONCERN completed by Scot Hi*

WATSON DATE 12/04
DOCUMENT OF CONVERSATION

On 01/13/03, I spoke with Kathy Lakeburg regarding improper driver release and mis-delivered packages. Lisa Hendrickson, union steward was present. We discussed proper driver release methods.

One package was misdelivered to 3033 Ogden Ave, Ste 200 Lisle, IL 60532. The package should have been delivered to Ste 302. We reviewed and re-certified her on proper driver release methods. She understands if the procedures and methods are not followed further discipline will occur.

Management Signature: *[Signature]*

*THIS WAS NOT A
DRIVER RELEASE STEP*

Employee Signature: *RTS*

Steward Initials: *lh*

Document of conversation.mvdocuments.word

Pictures filed in driver followup file. Warning letter and write up in employee file.

CLOSED CUSTOMER CONCERN
 RRDD: 0246
 NAPERVILLE 6014

***** URGENT *****

Original Concern:

Date/Time: 01/13/04 12:07
 CSC Location: D0247/5TH
 Confirmation #: 001KZ4760

Caller Information:

ACCT # 00002775W5
 (800)613-4624 Ext. 3372
 PHIL FREESENE X2315
 OFFICE DEPOT 1105
 505 E KEHOE BLVD
 CAROL STREAM, IL 60188 1850

Incident Location:

(800)613-4624 Ext. 3372
 PHIL FREESENE X2315
 POSITIVE APPRAISAL
 RM# 200 3033 OGDEN AVE
 Lisle, IL 60532

Description: (D2) Delivery - Mis-Delivery

Incident Date/Time: 01/08/04 12:06 - 1Z2775W50320813824 MIS DEL TO WRONG STE- WAS SEL TO
 200- ODS DRIVER TO GO BK P/U & RE DEL TO STE 302-NEEDS ASAP

Action Taken by the CSC:

D

Pending?:

FIRST REQUEST RESPONSE

Customer Notification: ☒ Telephone ☐ Visit ☐ No Contact Required

Contact:	Date	01/13/04	Prior Contact Attempts:	Date	
	Time	13:05		Time	

What action was taken to Satisfy the Customer?:

VMail MSG. APOLOGIZED FOR INCONVENIENCE. WILL HAVE DRIVER GO BACK AND RETRIEVE PKG &
 DEL TO CORRECT STE#.

UPS Employee Involved: LAKEBURG,K
 Post to Employee's Record?: Y

Completed By: SCOTTI

Package Data - Tracking Number - Search Criteria
 Tracking Number: 1Z2775W50320813824
 Service Level: GROUND
 Scheduled Delivery Date: 01/09/04

Search Results:

Package is Part of a Shipment.

Customer Information

Shipper: 2775W5

OFFICE DEPOT
 515 E KEHOE
 CAROL STREAM IL 60188
 UNITED STATES

Ship To:

POSESTIVO APPRAISAL
 3033 OGDEN AVE STE 302
 LISLE IL 60532
 UNITED STATES

Shipment

Service Level: GROUND
 Total Packages: 2
 Pickup Date: 01/08/04
 Billing Type: PREPAID

Copyright © 2000-2003 UPS, Inc. All Rights Reserved.

200 professional
 CONSULTANTS

Transposed
 the PKs in the
 company's NAMES
 Shipper numbers ARE the
 same for both Swates
 Both shippers ordered
 from OFFICE Depot

The Ladies at 200 didn't
 catch this till later either
 Package was retrieved
 and brought to correct suite
 other Drivers make this
 mistake

UPS 0086

Tracking Number: 1Z2775W50320813824
Service Level: GROUND
Scheduled Delivery Date: 01/09/04
Search Results:

Type	Tracking #	Address/Location	Date	Time	Status
DEL	1Z2775W50320813495	3033 OGDEN AVE FL 3 STE 3	01/08/04	11:25	L MCSWEENEY RECEPTION
DEL	1Z2775W50320813824	3033 OGDEN AVE STE 200 LI	01/08/04	11:23	RENICK RECEPTION

Copyright © 2000-2003 UPS, Inc. All Rights Reserved.

UPS 0085

Concern: 001L01CMZ 01/06/04-01/17/04

After talking to Donna Swoger, after I received my employee files in July 2005, I learned that Swoger was not working on 01/06/04. On 01/06/04 I looked for the manifest and any packages. I waved to the receptionist. Kruml told me in his office "You took the candy and not the pick-up." I remembered a night time supervisor had contacted me on the route. He asked if I had stopped at the pick-up I answered Yes. He said they have something or they might be closed, I send another driver by to check.

The pick-up was placed back of the desk off to the side. I followed the instructions of the night supervisor, male voice. 1/6/04

PLEASE NOTE: I did not fail to go to the pickup

CLOSED CUSTOMER CONCERN
 RRDD: 0246
 NAPERVILLE 6014

***** URGENT *****

Lakeburg - warning letter

Original Concern:

Date/Time: 01/07/04 08:34
 CSC Location: CCSC09/340
 Confirmation #: 001L01CMZ

Caller Information:

ACCT # 00009666XX
 (630)971-1000
 DONNA SWOGER
 SUBURBAN MOVING & STORAGE
 2100 OGDEN AVE
 Lisle, IL 60532 1507

Incident Location:

SAME

Description: (P1) Pickup - Scheduled Daily Pickup

Incident Date/Time: 01/06/04 17:00 - CUST IS DAILY PU ACCT. CUST NEVER RECVD PU FRM YESTERDAY. CUST NEEDS TO HAVE PKGS PU TODAY ASAP. PLS CB TO RESOLVE MATTER. NORMAL PU TIME IS 3:30PM. THANKS.

Action Taken by the CSC:

Air Qty::Ground Qty:7;Cust Wait Time:05:00 PM;Customer Close Time:05:00 PM

0

Pending?: ___

FIRST REQUEST RESPONSE

Customer Notification: ☒ Telephone ☐ Visit ☐ No Contact Required

Contact:	Date 01/07/04	Prior Contact Attempts:	Date	Date
	Time 09:00		Time	Time

What action was taken to Satisfy the Customer?:

CALLER CUSTOMER APOLOGIZED GAVE HER CENTER NUMBER AND LET HER KNOW WE WILL REVIEW WITH DRIVER CUSTOMER STATED SHE HAS REVIEWED W/DR ABOUT DEL TO CORRECT ADDRESS AND PU ALL PKGS ON A TIMELY MATTER DRIVER SAID ITS NOT HER MAKING DEL ERRORS

←

UPS Employee Involved: LAKEBURG,K
 Post to Employee's Record?: Y

Completed By: N.SCALZO

this concern was phoned in on the 6th sup said he would have a driver take care of this.

Took the candy - did not take the pickup

Concern:001KX34DL 12/05/03

I believe this was wrongfully charged to my records, and was a fellow drivers error. Sue told me to pick this up. I told Sue I did not misdeliver it, but I'd be happy to correct this.

*PLEASE NOTE: I spoke to Sue over the phone
AND corrected A misdelivery For co-worker
I served suspension Around JUNE 8, 2004
For this misdelivery by co-worker*

CLOSED CUSTOMER CONCERN
RRDD: 0246
NAPERVILLE 6014

***** URGENT *****

Original Concern:
Date/Time: 12/05/03 09:38
CSC Location: CSC04/160
Confirmation #: 001KX34DL

Caller Information:
ACCT #
(630)355-6258
WHITNEY SURANE
COUNTRY VILLA
4715 BEAU BIEN BLVD
LISLE, IL 60532

Incident Location:
SAME

who had this
package

Description: (D2) Delivery - Mis-Delivery
Incident Date/Time: 12/04/03 09:29 - 122894282215078704, DRIVER MIS-DELV TO COUNTRY VILLA
4715 BEAU BIEN BLVD LISLE IL 60532..PKG ADDR TO MILES & WILLE 2519 OLD TAVERN RD
LISLE IL 60532. SCHEDULED DELV DATE 12/04/03.

Action Taken by the CSC:

Look up this tracking
number

Pending?: ☐ FIRST REQUEST RESPONSE

Customer Notification: ☒ Telephone ☐ Visit ☐ No Contact Required

Contact: Date 12/05/03 Prior Contact Attempts: Date Date
Time 09:50 Time Time

What action was taken to Satisfy the Customer?:
SENT A MESSAGE TO THE DRIVER SHE WILL GO PU PKG AND WILL REDELIVER TO THE CORRECT
ADDRESS CALLED CUSTOMER APOLOGIZED LET KNOW DRIVER WILL BE BY TO PU

UPS Employee Involved: LAKEBURG, K
Post to Employee's Record?: Y

Completed By: N SCALZO

need
records



Law Title

Insurance Agency, Inc.-Naperville

July 15, 2005

Ms. Kathy Lakeburg

This is a summary of our discussion today regarding the attached Closed Customer Concern. When Law Title moved into this building in November, 2003, we occupied Suites 101 and 108. Each office has a UPS account since we are separate profit centers. At that time, I managed the operations in Suite 108.

As I recall, our paths crossed one day in the main lobby and we discussed Law Title having two separate offices in the same building. When I called for UPS to pick up packages, you were being directed to Suite 101. The problem was easily resolved once you knew about both offices. I also recall you started to pick up and deliver to both suites at that time.

In closing, I want to state that you were instrumental in helping us obtain a drop box outside in front of our building. Both offices use that box daily. I hope this information is helpful to you.

Sincerely,

A handwritten signature in cursive script, reading "Mary Tobiasz", is written over the typed name.

Mary Tobiasz
Assistant Vice-President

CLOSED CUSTOMER CONCERN

RRDD: 0246

NAPERVILLE 6014

***** URGENT *****

Original Concern:

Date/Time: 11/20/03 17:59
CSC Location: CCSC06/306
Confirmation #: 001KWRDXR

Caller Information:

ACCT # 000069YR91
(630)717-7500
MARY TOBIAS
LAW TITLE INSURANCE CO INC
RM# 108 2900 OGDEN AVE
LISLE, IL 60532

Incident Location:

SAME

Description: (P1) Pickup - Scheduled Daily Pickup

Incident Date/Time: 11/20/03 17:55 - CUST IS A NEW ACCOUNT AND HAS A DAILY PU AND DR DID NOT MAKE THIS ATT TODAY ALTHOUGH 1ST ATT WAS MADE AT THIS ADDRESS ON 11/19/03 25 EXPRESS PKGS, THERE IS ANOTHER ACCT FOR THE SAME BUSINESS IN SAME BLDG. 2900 OGDEN STE 101/PKGS WERE TAKEN TO A DROP BOX

Action Taken by the CSC:

Air Qty::Ground Qty:25;Cust Wait Time::Customer Close Time:05:00 PM

Pending?: ___

FIRST REQUEST RESPONSE

Customer Notification: ☒ Telephone ☐ Visit ☐ No Contact Required

Contact:	Date	11/20/03	Prior Contact Attempts:	Date	Date
	Time	18:30		Time	Time

What action was taken to Satisfy the Customer?:

CALLED THE CUSTOMER BUT GOT NO ANSWER. LEFT MESSAGE STATING WE WERE SENDING DRIVER TO RECOVER PKGS. SENT MESSAGE TO THE AIR DRIVER AND TO REGULAR DRIVER TO ASSURE WE GOT STOP COVERED. AIR DRIVER IN AREA AND WILL DOUBLE CHECK.

UPS Employee Involved: LAKEBURG, K
Post to Employee's Record?: Y

Completed By: ARNOLDO DIAZ JR.

Received w/ Kathy. Pam Sheadwell union steward present. Instructed to make verbal customer contact. Call center or ODS if she is running behind. Make customer contact at each pickup.

LAKEBURG - RTS

SEE CUSTOMER'S
LETTER

UPS 0092

Concern 001KDH1HR, 9/03/03

Since Air packages are a priority, I followed company policy to get Air packages delivered on time. Matt, from 84 Lumber, ran after my vehicle after delivering the Air packages, because he was anxious to get the ground packages. This was approximately 10:20a.m. I stopped to accommodate the customer and had to reach over other packages and purposely placed them on other boxes as not to damage packages. No report of damage.

Please note: Kruml's handwritten note distorts customer's concern to make me look bad.

OPEN CUSTOMER CONCERN
 RRDD: 0246
 NAPERVILLE 6014

***** URGENT *****

Original Concern:
 Date/Time: 09/03/03 10:52
 CSC Location: CCSC04/440
 Confirmation #: 001KDH1HR

Caller Information:
 ACCT # 00002RV306
 (630)355-8420
 MATT PHILLIPS
 84 LUMBER COMPANY
 1704 N AURORA RD
 NAPERVILLE, IL 60563

Incident Location:

SAME

Description: (C1) Center Concerns - Hourly Personnel
 Incident Date/Time: 09/03/03 10:51 - 1234124X0145684517, LADY DRIVER, LICENSE PLATE# 19757, CUS SAYS DRIVER WAS RUDE, HARD TO TALK TO, ROUGHLY HANDLING PKGS THE THE EXTENT OF CAUSING DENTS IN HIS BOXES BY DROPPING THEM, REQ A CALL BACK , MATT @ 630-355-8420

Action Taken by the CSC:

Pending?:	FIRST REQUEST RESPONSE			
Customer Notification:	Telephone	Visit	No Contact Required	
Contact: Date Time	Prior Contact Attempts:	Date Time	Date Time	

What action was taken to Satisfy the Customer?:

UPS Employee Involved:
 Post to Employee's Record?:

Completed By:

Called customer - Apologized. Will Review w/Driver.

*He asked if there was another box in the truck.
 She went into truck, she said "messing w/ my lunch".
 Throwing, Pkg's denting boxes.*

Concern 001JT9FRJ 7/30/03

There was no failure to pick-up 2-day air. The Package was a Fed-X parcel, not UPS.

I did not use profane language, but I did mumble to myself that they were placing wrong weights on the packages. No one was in the room at the time. This company had been politely warned to put correct weights on their packages. Ocular Group became a suspended account.

Please note: The concern "Scotti" recorded was different from customer's original concern. "Scotti" is an unknown person to me, but is a reoccurring pattern in concerns. *See attachment A111A*

CLOSED CUSTOMER CONCERN
 RRDD: 0246
 NAPERVILLE 6014

unhappy

Original Concern:

Date/Time: 07/30/03 16:29
 CSC Location: CCSC04/107
 Confirmation #: 001JT9FRJ

Caller Information:

ACCT # 0000R75A70
 (630)544-5025
 NICOLE ZILLER
 OCULAR GROUP
 1548 BOND ST
 NAPERVILLE, IL 60563 6508

Incident Location:

SAME

Description: (C1) Center Concerns - Hourly Personnel

Incident Date/Time: 07/29/03 17:00 - SHIPPER R75A70 STATES DRIVER WAS RUDE, REFUSED TO PICK UP 2DA PKG ON 7/29. DRIVER HAS BEEN DISRESPECTFUL AS WELL AS USED PROFANE LANGUAGE. PLEASE CONTACT NICOLE ZILLER @ 630.544.5025 TO DISCUSS.

Action Taken by the CSC:

Pending?:

FIRST REQUEST RESPONSE

Customer Notification: ☒ Telephone ☐ Visit ☐ No Contact Required

Contact: Date 07/30/03 Time 16:59 Prior Contact Attempts: Date Time Date Time

What action was taken to Satisfy the Customer?:

CUST SAYS DRIVER IS ALWAYS RUDE. DRIVER CONSTANTLY SWEARS & MUMBLES UNDER HER BREATH. THROWS BOXES & DROPS THINGS & DOESN'T CARES. SAYS SHE IS CONSIDERING USING FED EX. TOLD HER I WILL FORWARD INFO TO DRIVER'S F/T SUP (ORKASINSKI)

UPS Employee Involved: LAKEBURG, K
 Post to Employee's Record?: Y

Completed By: SCOTTI

SARA

Naperville Center

Memo

To: Tom Haefke
From: Larry Kruml
CC: Frank Whalley
Date: 07/29/03
Re: Attendance

Kathy Lakeburg,

I have reviewed your attendance record and I find that you been ABSENT on four occasions since 10/15/02. You have been spoken to, and warned, regarding your responsibility to be at work on time daily, as scheduled.

Please consider the seriousness of your actions and PROTECT YOUR JOB by reporting to work as scheduled. If any further incidents of the same nature occur, it will result in further disciplinary action, up to and including discharge.

Larry Kruml

12/20

Naperville Center Manager

Driver signature:

R.T.S

Steward signature:



Tom McDermogh



Absent
Funeral
leave
PS sent
Flowers
AND
CARD

Hitzeman
Funeral Home, Ltd.
9445 31st Street
Brookfield, Illinois 60088
708-485-2000

2002
1906/96

AFTERGLOW

I'd like the memory of me
To be a happy one.
I'd like to leave an afterglow
Of smiles when life is done.
I'd like to leave an echo
Whispering softly down the ways,
Of happy times and laughing times
And bright and sunny days.
I'd like the tears of those who grieve,
To dry before the sun.
Of happy memories that I leave behind
When life is done.

In Loving Memory of Maxine E. Wilkinson

Born
MARCH 11, 1906

Passed Away
MON., NOVEMBER 18, 2002

Services Held at
HITZEMAN
FUNERAL HOME, LTD.
THURS., NOVEMBER 21, 2002
8:30 P.M.

Officiating
REV. MARK JARGSTORF

Private Interment at
PUTNAM CEMETERY
Putnam, Illinois

WEDNESDAY WEEK ENDING: 02/12/05
 10.438 02/10/05 02:02
 SUPERVISOR GROUP #1

DAILY PACKAGE RECAP

DISTRICT: NORTH ILLINO DIST# 0246
 CENTER : NAPERVILLE SLIC 6014

		PAID HOURS			-OTHER-		DELIVERY										PICK UP							
		ON	LCL TOT	CV			--S/A--	GR	#	NET	NET	MSD	RCR	HI										
TOT	AM	S&L	ROAD	PM	SRT	PLAN	UND	HRS	CD	SPORH	MLS	TGR	MSD	C/C	PD	STP	1DA	COD	CALL	STP	STP	PKG	PKG	VAL
AITES	S	800	17	767	16	923	123-	25.8	97	294		1	3	192	23	1	2	6				54		
BELL	J	CALLED IN																						
DODD	S	800	22	770	8	1066	246-	29.5	99	322		2	6	212	28	1	1	15				89		
DONLEY	S	909	24	873	12	889	20	21.9	75	342		1	16	182	27			9				21	2	
FREDERICK	R	800	25	764	11	1036	206-	25.4	86	349	1	3	158	74			1	36				108	12	
HAYDOCK	J	VACATION																						
HENDRICKSON	L	COMPENSATION - ON JOB																						
HOFFMAN	S	800	25	760	15	1042	242-	30.3	101	280		8	226	26	2	1	4					3		
KERULIS	J	989	8	951	30	927	52	16.7	101	280		5	148	13			11					185		
LAKEBURG	K	1046	42	1004		963	33	20 BK 20.5	98	310		1	6	171	25		3	35				75		
MCCURLEY	K	1146	17	1117	12	958	148	17.1	72	275		4	4	154	21	3		37				167		
MCDONALD	D	936	17	895	24	893	43	17.9	57	277		1	108	61			1	52				179	7	4
MITCHELL	J	COMPENSATION - ON JOB																						
MORRIS	J	986	34	925	27	891	95	17.4	82	259			133	25	2		28					120		
PENDLETON	O	800	34	736	30	967	157-	26.8	102	243		4	161	14			1	36				88		
PRETE	M	800	25	762	13	1066	256-	31.6	95	289		2	6	232	25	1		9				5	1	
ROSS	D	SCHEDULED OFF																						
SCHWOLOW	J	CALLED IN																						
SMALLWOOD	R	800	17	780	3	1009	209-	27.8	99	270		1	10	207	14			10				20		

Absent Drivers

Concern Vines and Branches, 2/01/01

One person at the store was unhappy because Luann Hunter was not doing the route and I had only been there once that year.

The "foul" language I used was "damn".

I did no damage to their doors.

No one else on the route asked me to be removed.

Vine and Branches manager was unaware of the complaint from one of their employees.

*please note: manager wishes the
complaint to be removed from my file*

**John's Christian Stores
1212 S. Naper Blvd. #105
Naperville, IL 60540**

July 18, 2005

UPS
Personnel

Dear Sir or Madam:

Regarding the complaint involving Kathryn Lakeberg dated 2/1/01, we believe there may have been a misunderstanding at the time. We wish the complaint against Ms. Lakeberg to be removed and we also wish to make it understood that we hold no ill will against Ms. Lakeberg or UPS.

Sincerely,



Shelly Traen
Manager

UPS Concerns Analysis Tracking System**Log Out****Summary****Reports****Training****Concern Date:** 2/1/01 **Time:** 11:27:32 AM **Center:** 6014 **Taken By:** Jennifer Maudlin**Caller Information - Consignee****Case No:** A02460201012 **Phone:** 630-983-0076**Account No:** **Company Name:** VINE AND BRANCHES BOOKSHOP**First Name:** Margo **Last Name:** Vlier**Address:** 1212 South NAPER Boulevard #102**City:** NAPERVILLE **State:** IL **Zip:** 60540**Code:** C1 - Hourly Personnel**Situation:**

This customer called to express their displeasure with driver, Kathy Lakesburg. She said the driver had been off the route for a while but returned yesterday "with a bang". The customer said she is always rude, uses foul language and does not represent UPS professionally at all. And yesterday, to make things worse, she backed into their double doors, dented them and drove off. Ms. Vlier said she is speaking for the entire community in requesting that she be removed from the route. They do not want her out there. Note: The customer/community insists on having driver, Lou Anne Hunter, back.

Corporate Action Taken:

Apologized to Customer

Contact History \ Concern Status

	Employee	Date	Time	Edit
Apologized-promised to investigate/resolve called the customer to apologize about the drivers behavior and the accident that occurred yesterday. I personally visited the customer yesterday as well.	FARMER, MICHAEL	2/1/01	12:41:07 PM	<input type="checkbox"/>
Liberty Mutual contacted to assist in resolution called the customer to apologize about the drivers behavior and the accident that occurred yesterday. I personally visited the customer yesterday as well.	FARMER, MICHAEL	2/1/01	12:41:07 PM	<input checked="" type="checkbox"/>
Division \ Staff Manager notified of concern called the customer to apologize about the drivers behavior and the accident that occurred yesterday. I personally visited the customer yesterday as well.	FARMER, MICHAEL	2/1/01	12:41:07 PM	<input type="checkbox"/>

Root Cause of Concern:

Service Provider

Professionalism / Image

Rudeness

Obscene Language / Gestures

DRIVER IS UNPROFESSIONAL IN HER LANGUAGE .

Tracking Number: 126734694209469540
 Service Level: GROUND DEL CONF
 Revised Delivery Date: 06/27/03

Package Data - Tracking Number - Search Criteria

Search Results:
 Package is Part of a Shipment.

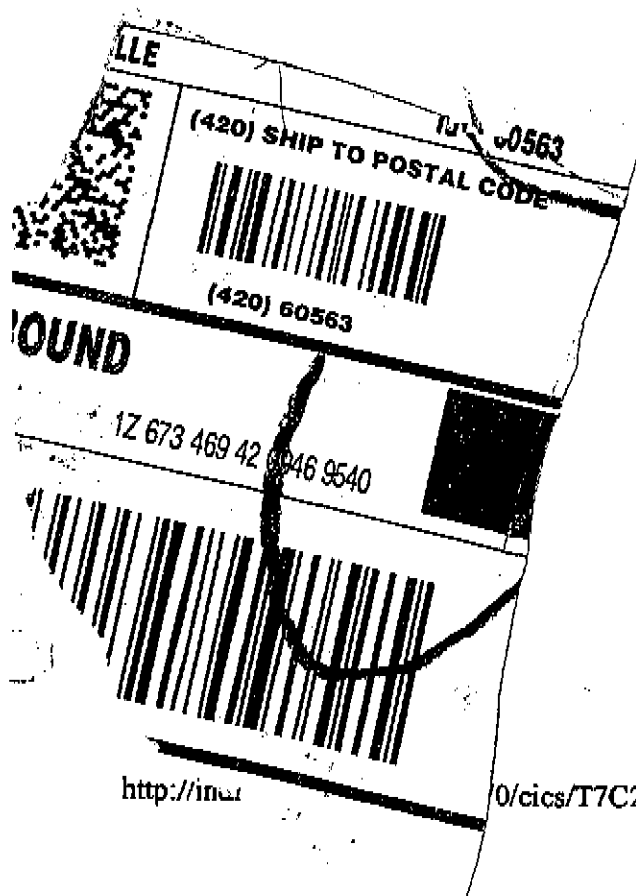
Customer Information
 Shipper: 673469
 AVENTIS PHARMACEUTICALS
 8333 HICKMAN MILLS DR
 KANSAS CITY MO 64132
 UNITED STATES

Ship To:
 DENIS CREMIN
 1852 LASALLE AVE
 NAPERVILLE IL 60563
 UNITED STATES

Shipment
 Service Level: GROUND
 Total Packages: 1
 Pickup Date: 06/24/03
 Billing Type: PREPAID

6/26/03
Rabeburg

© 2000-2003, United Parcel Service of America, Inc. All Rights Reserved.



*KAM
 RETRIEVED
 LABEL.
 PKG was
 Delivered*

DOCUMENT OF CONVERSATION

On 6/26/03, the Naperville center audited 38 packages in Kathy Lakeburg's package car.

" 1 " package(s) was found to be unscanned, no record of package can be found after the delivery scan audit. The package was not recorded in his(her) DIAD. He(she) understands all packages will be keyed into the DIAD. Any mis-routes or missed packages must be communicated to the Rockford center team prior to arrival back to the center.

I have been retrained in the delivery scan process and methods and understand the procedures that I will follow.

If this problem continues, further disciplinary action will be taken up to and including termination.

Management Signature: _____

Employee Signature: _____

Steward Initials: _____

Del Scan RFD Document of conversation.mydocuments.word

AM Prescan Audit Summary - 06/26/03
Building: 6039 SLIC: 6014

Page: 1

Missed Delivery Scans				
User ID	Scanner	Scan Car	Tracking	Scan Time
PRSCN0001A	124	100170	1Z1X34340345368675	6:52:34
PRSCN0001A	124	651967	1Z6734694209469540	6:45:44
PRSCN0001A	124	659558	1ZAE73280345824036	7:01:56

Recchia D&Label OK
 LAKESIDE - error
 Rumshek - error

Missed Delivery Scan Frequency			
Car	Scanned Pkgs	No Scans	Frequency
100170	71	1	1 / 71
111072	49	0	0 / 49
132774	38	0	0 / 38
651967	38	1	1 / 38
652555	40	0	0 / 40
652803	37	0	0 / 37
653582	33	0	0 / 33
655384	47	0	0 / 47
658498	86	0	0 / 86
659558	45	1	1 / 45
661173	41	0	0 / 41
803045	54	0	0 / 54
806603	7	0	0 / 7
TOTAL	586	3	1 / 195

Copyright © 2002, United Parcel Service of America, Inc. All Rights Reserved.

There is no negligence here
 GAVE LABEL to supervisors
 communication to the Rockford team
 is the sops job -

Did recchia
 or
 Rumshek
 get
 write
 up
 No negligence

SCAPE goate - so Lamy doesn't get in
 Trouble - He writes me cp

AM Prescan Audit Summary – 08/05/03
Building: 6039 SLIC: 6014

Page: 1

Missed Delivery Scans				
User ID	Scanner	Scan Car	Tracking	Scan Time
PRSCN0001A	123	131401	1Z6598584251931187	6:02:02
PRSCN0001A	123	651967	1ZA2405F0336543737	6:06:10

-Wilgus
LAKEBURG

Missed Delivery Scan Frequency			
Car	Scanned Pkgs	No Scans	Frequency
111072	26	0	0 / 26
115275	53	0	0 / 53
131401	48	1	1 / 48
131424	53	0	0 / 53
132774	19	0	0 / 19
651967	22	1	1 / 22
652555	25	0	0 / 25
652803	21	0	0 / 21
653592	37	0	0 / 37
658498	23	0	0 / 23
659558	15	0	0 / 15
803045	26	0	0 / 26
806576	20	0	0 / 20
TOTAL	388	2	1 / 194

2 Did Wilgus
get a
write up

Copyright © 2002, United Parcel Service of America, Inc. All Rights Reserved.

TIT View Package - Movement

Page 1 of 1

Labeling

Package Data - Tracking Number - Search Criteria
 Tracking Number: 1ZA2405F0336543737
 Service Level: GROUND
 Revised Delivery Date: 08/06/03
 Search Results:

Type	Shipper #	Address/Location	Date	Time	Status
SCAN		6039P/ADDISON, IL US	08/05/03	07:06	OUT FOR DEL
SCAN		6039 /ADDISON, IL US	08/05/03	08:45	OUT FOR DEL
SCAN		6039 /ADDISON, IL US	08/05/03	01:29	ARRIVAL SCAN
SCAN		6059 /CACH, IL US	08/05/03	00:56	DEPARTURE
SCAN		6059T/CACH, IL US	08/04/03	20:14	LOCATION
SCAN		6059 /CACH, IL US	08/04/03	01:46	ARRIVAL SCAN
SCAN		9029 /LA-GRANDE VI CA US	07/31/03	06:56	DEPARTURE
SCAN		9029N/LA-GRANDE VI CA US	07/31/03	00:01	LOCATION
SCAN		9029 /LA-GRANDE VI CA US	07/30/03	22:00	ARRIVAL SCAN
SCAN		9240 /SAN BERNARDI CA US	07/30/03	20:44	DEPARTURE
SCAN		9240L/SAN BERNARDI CA US	07/30/03	18:59	ORIGIN SCAN
MANIF	A2405F	/US	07/30/03	10:07	BILLING INFO

© 2000-2003, United Parcel Service of America, Inc. All Rights Reserved.

*1/2**8/6**Signed
BOARD**received**by
SEBASTIAN**Warning
Letter
8/6/03*